Palm® Pre™ Phone User Guide

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Patent pending. This product also is licensed under United States patent 6,058,304.

Use of this device requires providing a valid email address, mobile phone number, and related information for account setup and activation. A data plan is also required. Unlimited usage data plan strongly recommended or additional data charges may apply.

Open Source License Information

You can view the Open Source License terms on your phone. Press the Center button and then tap the Launcher icon. Swipe left until the PDF View icon appears. Tap PDF View, then tap Open Source Information.pdf.

You can also view the file on your computer. Connect your phone to your computer with the USB cable. On your phone, tap USB Drive. On your computer, open Computer (Vista), My Computer (XP), or Finder (Mac) and double-click the Palm Pre drive. Then double-click the file Open Source Information.pdf.

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This symbol indicates that Palm products should be recycled and not be disposed of in unsorted municipal waste. Palm products should be sent to a facility that properly recycles electrical and electronic equipment. For information on environmental programs visit *palm.com/environment*.

As part of Palm's corporate commitment to be a good steward of the environment, we strive to use environmentally friendly materials, reduce waste, and develop the highest standards in electronics recycling. Our recycling program keeps Palm handhelds, phones, and other products out of landfills through evaluation and disposition for reuse and recycling.

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Table of Contents

Welcome *9*

Your Palm® Pre™ Phone 9

About This User Guide 10

Where Can I Learn More? 11

Section 1: Your Setup *15*

1A. Set Up Service *17*

Set Up Your Phone 18

Turn the Phone On/Off 20

Make Your First Call 24

Set Up Your Voicemail 25

Create Sprint Account Passwords 26

Section 2: Your Palm® Pre™ Phone *27*

2A. Basics *29*

What's in the Box? 30

Get to Know Your Phone 31

Charge the Battery 37

2B. Move Around on Your Phone *41*

Use Gestures: Tap, Swipe, Drag, Flick, Pinch 42

Open Applications 52

Work With Applications 55

Enter Information 63

Use the Menus 68

Search to Find Info and Make Calls 71

View and Respond to Notifications 73

Update the Software on Your Phone 75
Copy Files Between Your Phone and Your Computer 81
2C. Phone 83
Make Calls 84
Receive Calls 88
Use Voicemail 90
What Can I Do During a Call? 90
What's My Number? 95
View Your Call History 95
Save a Phone Number to Contacts 97
What Are All Those Icons? 97
Use a Phone Headset 99
Customize Phone Settings 101
2D. Your Media and Entertainment Center 105
Camera 106
Photos 107
Videos 113
YouTube 116
Music 118
Amazon MP3 122
NASCAR Sprint Cup Mobile℠ 128
2E. Your Personal Information Organizer 129
Contacts 130
Calendar 144
Tasks 156
Memos 162
Calculator 164

2F. Your Documents and Other Productivity Files *165*
Doc View 166
PDF View 172
2G. Preferences *177*
Backup 178
Date & Time 181
Device Info 182
Language 186
Screen & Lock 186
Sounds & Ringtones 189
Section 3: Web and Data Services and Other Wireless Connections *193*
3A. Using Web and Data Services *195*
Get Started With Data Services 196
Access Data Services 196
Use Sprint TV® 197
3B. Your Email and Other Messages *199*
Email 200
Messaging 217
3C. Your Connections to the Web and Wireless Devices *229*
Wi-Fi 230
Location Services 236
Web 237
Google Maps 246
Sprint Navigation 247
Bluetooth® Wireless Technology 249

Section 4: Your Resources 255

4A. Troubleshooting 257

For Current Palm® Smartphone Users 258
Battery 259
Screen and Performance 267
Phone 270
Hands-free Devices 272
Synchronization 273
Email 277
Messaging 278
Web 280
Calendar and Contacts 283
Camera 284
Amazon MP3 285
Transferring Information From Your Computer 285
Backing Up and Restoring Data 286
Updates 287
Third-party Applications 288
Making Room on Your Phone 289

4B. Glossary 291

Section 5: Your Safety and Specifications 297

5A. Regulatory and Safety Information 299

FCC Statements 300
Antenna Care/Unauthorized Modifications 301
Industry Canada 301
Radio Frequency (RF) Safety Exposure 302
Hearing Aid Compatibility (HAC) 304

Protecting Your Battery 305
Power Specifications 307
Recycling and Disposal 308
User Safety 309
Product Handling & Safety 313
Driving Safety 314
ESD Safety 318
5B. Specifications 321
Specifications 322
Index 325

Your Palm® Pre™ Phone

Your Palm® Pre™ phone puts Palm's new multitasking, gesture-based operating system, the Palm® webOS™ platform, inside a small, beautiful device with a keyboard that you can slide out whenever you need it. Here are a few highlights of your new phone.

Gestures: On your Pre phone, you make calls, move around, and manage your applications and info by making simple gestures either on the touchscreen or in the gesture area directly beneath the screen. For more information, see "Use Gestures: Tap, Swipe, Drag, Flick, Pinch" on page 42, and go to *palm.com/support* to see animations that demonstrate these gestures. The *Get Started Guide* in your Pre phone's box has a detachable gesture guide to put in a pocket and consult when you need to—you won't need it very long.

Multitasking: You can have many applications open at once and easily move among them. Go to the ***Launcher*** to open apps. See the lineup of your open apps in ***Card view***. Tap an app to bring it into the foreground and work with it. For more information, see "Open Applications" on page 52.

The Palm® Synergy™ feature***:*** The Palm® Synergy™ feature on your Pre phone displays information from several sources in a single view, so you can access your info quickly, without having to remember where you stored it.

For example, suppose you have a Google account for personal email, contacts, and calendar events, and an Exchange account for your corporate email, contacts, and events. The Email, Contacts, and Calendar applications on your Pre phone all provide a kind of view in which you can see information from both of those accounts in one place—but though the information is brought into one view, the sources of that information are kept separate. For more information, read about linked contacts, layered calendars, and the single inbox for your email in "Contacts" on page 130, "Calendar" on page 144, and "Email" on page 200.

Thanks also to the Synergy feature, in the Messaging application, all your conversations with the same person are grouped together in one chat-style view. If you start a chat with Ed in IM, for example, you can continue the same conversation using text messaging—and see it all in the same view. For more information, see “Messaging” on page 217.

Universal search: Need to call Ed? Just slide out the keyboard and type ***ed***. If he’s listed in your Contacts, you can get his numbers from the search results. Tap a number and you’ve made the call. Search works just as fast when you need to search the Web. For more information, see “Search to Find Info and Make Calls” on page 71.

Sync: Your Pre phone gives you synchronization without a cable. You can sync with online services that Palm has partnered with so that you can store and sync your info in online accounts. You can access your data even when you are not able to make a connection to the Web, because a copy of your data is stored on the device.

Your Palm profile: When you set up your phone, you create a Palm profile. Your profile gives you access to services like automatic updates and automatic, frequent backups of any of your info that is stored only on your phone and isn’t synchronized with an online account.

About This User Guide

We know you’re eager to start using your Palm® Pre™ phone right away, and the sections of this guide are designed to help you do just that.

- Section 1: Your Setup guides you through the process of setting up your new phone and your Sprint service.
- Section 2: Your Palm® Pre™ Phone shows you the basics of your phone and service with quick, easy-to-follow instructions. This section also describes the call features on your phone and shows you how to use Sprint service features such as voicemail and call waiting. This section also shows you how to use the camera and how to transfer and listen to music files on your phone. Finally, it guides you through the process of using the full-featured organizer that gives you instant access to your contacts, calendar, tasks, memos, and more.

- Section 3: Web and Data Services and Other Wireless Connections shows you how to use Web browsing, messaging, and email. It also describes other types of wireless connections, such as Wi-Fi and Bluetooth® wireless technology.
- Section 4: Your Resources answers frequently asked questions and shows you what to do if something goes wrong.
- Section 5: Your Safety and Specifications outlines recommended safety and maintenance guidelines and lists the technical specifications for your Pre phone.

WARNING	*Please refer to "Regulatory and Safety Information" on page 299 for information that helps you safely use your phone. Failure to read and follow the important safety information in this guide may result in serious bodily injury, death, or property damage.*

Where Can I Learn More?

While Using Your Phone

- ***On-device Help:*** Read short how-tos and watch animations on your new phone.

  To view all Help: Open ***Help*** .

  To view Help topics for a single application: Open the application, open the application menu, and tap ***Help***.

- ***Online Support from Sprint:*** Visit *sprint.com/palmpresupport* to access the *User Guide*, how-to videos, tutorials, and helpful support information.
- ***Online Support from*** Palm***:*** Visit *palm.com/support* to edit your Palm profile, watch how-to animations, access the Data Transfer Assistant, and read comprehensive information about your phone.

If You Need More Information

- ***Sprint Customer Service:*** For questions about your account or features available on the network, contact Sprint or visit *sprint.com* for the latest information and help.

Manage Your Account

Online: sprint.com

- Access your account information.
- Check minute usage (depending on your Sprint service plan).
- View and pay your bill.
- Enroll in Sprint online billing and automatic payment.
- Purchase accessories.
- Shop for the latest Sprint phones.
- View available Sprint service plans and options.
- Learn more about data services and other great products like games, ringtones, and more.

From your Palm® Pre™ phone

Open ***Phone*** and do any of the following:

- ***Check minute usage and account balance:*** Enter ****4*** and tap .
- ***Make a payment:*** Enter ****3*** and tap .
- ***Access a summary of your Sprint service plan or get answers to other questions:*** Enter ****2*** and tap .

From any other phone

- ***Sprint Customer Service: 1-888-211-4727.***
- ***Business Customer Service: 1-800-927-2199.***

Sprint 411

You have access to a variety of services and information through Sprint 411, including residential, business, and government listings; assistance with local or long-distance calls; movie listings; and hotel, restaurant, shopping, and major local event information. There is a per-call charge and you are billed for airtime.

- Open ***Phone***. Enter ***411*** and tap .

Sprint Operator Services

Sprint Operator Services provides assistance with placing collect calls or with placing calls billed to a local telephone calling card or third party.

- Open ***Phone*** . Enter ***0*** and tap .

To learn more and to see the latest in products and services, visit Sprint online at *sprint.com*.

Your Setup

Sprint

Set Up Service

In This Section

- Set Up Your Phone (page 18)
- Turn the Phone On/Off (page 20)
- Make Your First Call (page 24)
- Set Up Your Voicemail (page 25)
- Create Sprint Account Passwords (page 26)

Set Up Your Phone

Activate Your Phone

- ***If you purchased your phone at a Sprint Store:*** It is probably activated and ready to use.
- ***If you received your phone in the mail, and it is a new Sprint account or a new line of service:*** Your phone is designed to activate once you have completed setup (see "Complete Setup" on page 18).
- ***If you received your phone in the mail and you are activating a new phone for an existing number on your account:*** You need to go online to activate the number on your new phone. From your computer's Web browser, go to *sprint.com/activate* and complete the onscreen instructions to activate your phone.

If you have problems with activation, contact Sprint Customer Service at 1-888-211-4727 for assistance.

Complete Setup

1. Press and hold the ***power*** button on the upper-right corner of your phone until you see a logo on the screen (approximately five seconds).
2. Slide out the keyboard (see "Slide Out the Keyboard" on page 31).
3. Follow the onscreen instructions to complete setup. (To create a Palm profile, enter a working email address (see "What Is a Palm Profile?" on page 19).)

Important	*If you see a notification that an update is available, tap* Install Now *to install it. Palm periodically sends updates to enhance the applications and features of your phone.*

4. Your phone is ready to use.
5. After installation has finished, look for an email on your computer at the address you used for your Palm profile. (Click the link in the email to verify your Palm profile. The link takes you to a website where you can do a one-way transfer of data like contacts and

events from your desktop organizer software (see “Transfer Data From Your Computer to Your New Phone” on page 19).)

Tip	*If you don't see the confirmation email in your Inbox, check your spam mail folder in your desktop email program.*

What Is a Palm Profile?

A Palm profile connects your phone to Palm to get automatic updates, back up your data, and more. These features are in addition to the ones offered to you by Sprint.

Setting up a Palm profile is different from setting up email on your phone. To set up email, see “Set Up Email” on page 201.

Transfer Data From Your Computer to Your New Phone

If you previously synchronized data from a Palm smartphone—such as contacts or calendar events—with a desktop organizer such as Palm Desktop® software by ACCESS or Microsoft Outlook®, Address Book, or iCal, you can do a one-way transfer of that data from the desktop organizer to your Pre phone.

Important	*Transferring your data to your phone is not the same as synchronizing your data. The transfer is a one-way process and is best done only once for each data source. You cannot synchronize your Pre phone with a desktop computer, but you can sync it with an online account such as a Google account or a corporate Microsoft Exchange ActiveSync account.*

Windows: You can transfer contacts, calendar events, tasks, and memos/notes from Palm Desktop software by ACCESS version 6.2 and Microsoft Outlook 2003 or later. If you are using an earlier version of Palm Desktop software, download version 6.2 for free from *palm.com/support*.

Mac: You can transfer contacts, calendar events, and tasks from Address Book and iCal. Transfer of data from Palm Desktop software on the Mac is not supported at this time.

Palm offers the Data Transfer Assistant to do this one-time data transfer. Use of the Data Transfer Assistant is a three-step process:

1. Download the Data Transfer Assistant from *palm.com/support* to your computer.
2. Connect your phone and your computer using the ***USB cable***, and open and run the Data Transfer Assistant on your computer.
3. On your phone, select where you want your transferred data to be imported:
   - ***To an online account:*** You can assign the transferred data to be imported to one of your online accounts, such as Google or Microsoft Exchange ActiveSync.
   - ***To your phone:*** Transferred data that is imported to your phone is backed up to your Palm profile, so you have a copy of it. But you can change this data in one place only: your phone. The data is not accessible from any online account.

Did You Know?	*Synchronization with online accounts is scheduled to happen frequently—every 15 minutes of more often. Backup of data to your Palm profile is scheduled to happen once daily.*

For detailed information about transferring data, download and open the Data Transfer Assistant, and then click ***Help***.

Tip	*You can also use a third-party application to set up synchronization with some desktop organizers.*

Turn the Phone On/Off

The screen and the wireless services—phone, Bluetooth® wireless technology, and Wi-Fi—of your phone can be turned off and on separately. This means you can wake up the screen to use just the organizer features of your device (Calendar, Contacts, Tasks, Memos, and so on) without turning on the phone and other wireless features. Also, when the screen is turned off, the phone can be on and ready for you to receive phone calls or messages.

Turn the Screen On/Off

Wake up the screen and leave the wireless services turned off when you want to use only the organizer features, for example, when you're on a plane and want to look at your calendar. You can also turn off the screen without turning off the wireless features on your phone.

To save power, the screen dims automatically after a period of inactivity, then turns off. You can be on a call when the screen dims and turns off—this does not affect the call.

- *To brighten the screen if it has dimmed:* Tap the screen.
- *To turn the screen off:* Press ***power*** .

* Power

To turn the screen on, do one of the following:

- Press ***power*** . Drag up to unlock the screen.
- Slide out the keyboard.

Tip	*You can set how long the screen stays on during a period of inactivity (see "Set the Interval for Turning the Screen Off Automatically" on page 187).*

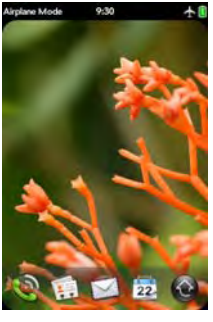
Turn Wireless Services Off (Airplane Mode)

Airplane mode turns off your phone as well as the Bluetooth® wireless technology and Wi-Fi features. Use it when you are on a plane or anywhere else you need to turn off all wireless services. You can still use apps like Calendar, Contacts, Photos, Music, Doc View, and PDF View.

Do one of the following:

- Tap the upper-right corner of any screen and tap ***Turn on Airplane Mode.***
- Press and hold ***power*** and tap ***Airplane Mode***.

When your phone is in airplane mode, the ***airplane mode*** icon appears in the upper-right corner of every screen, and ***Airplane Mode*** appears in the upper-left corner of the screen in the ***Launcher***, ***Card view***, and the ***Phone*** application. Your phone is not connected to any mobile network.



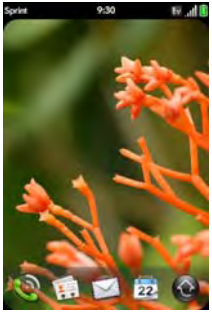
Tip	*When your phone is in airplane mode, you can turn the other wireless features on individually. For Wi-Fi, see "Turn Wi-Fi On and Off" on page 231. For Bluetooth, see "Turn the Bluetooth Feature On/Off" on page 249. To turn your phone back on, you must turn airplane mode off.*

Turn Wireless Services On

When you turn on your phone, it connects to a mobile network so that you can make and receive phone calls and use other wireless services (if supported by the local network).

- Tap the upper-right corner of any screen and tap ***Turn off Airplane Mode***.

When your phone locates a signal, ***Sprint*** appears in the upper-left corner of the screen in the ***Launcher***, ***Card view***, and ***Phone***, and the ***signal-strength*** icon appears in the upper-right corner of every screen.



When you are inside a coverage area, the bars on the ***signal-strength*** icon are filled in. If you're outside a coverage area, the bars in the signal-strength icon appear dimmed with an X.

Turn Everything (the Screen and Wireless Services) On/Off

- ***To turn both the screen and wireless services off:*** Press and hold ***power*** and tap ***Turn Off***.

- *To turn both the screen and wireless services back on:* Press and hold *power* .

Make Your First Call

1. Press *power* . (This wakes up the screen.)
2. If necessary, drag up to unlock the screen.
3. Tap .
4. Tap numbers on the dial pad.

Tip	*Press the onscreen backspace icon to delete numbers you've entered.*

5. Tap to dial.
6. Tap to end the call.

For more ways to make calls, see “Make Calls” on page 84.

Adjust Call Volume

- When you're on a call, press the ***Volume*** button on the side of your phone to adjust the call volume.

* Volume

Set Up Your Voicemail

All unanswered calls to your phone are automatically transferred to your voicemail, even if your phone is in use or turned off.

To set up your voicemail:

1. Press ***Center*** to display ***Card view***.
2. Press and hold ***1*** on the keyboard to dial the Sprint voicemail system. (When the search results screen appears, continue holding ***1*** until the ***Phone*** application appears.)
3. Follow the voice prompts to do the following:
   - Create your password.
   - Record your name announcement.
   - Record your greeting.

Note	***Voicemail Passcode:*** *Sprint strongly recommends that you create a passcode when setting up your voicemail to protect against unauthorized access. Without a passcode, anyone who has access to your phone to able to access your voicemail messages.*

For more information about using your voicemail, see “Use Voicemail” on page 90.

Create Sprint Account Passwords

As a Sprint customer, you enjoy unlimited access to your personal account information, your voicemail account, and your data services account. To ensure that no one else has access to your information, you need to create passwords to protect your privacy.

Account Password

If you are the account owner, you create an account username and password when you sign on to *sprint.com*. (To get started, click ***Need to register for access?*** in the sign-in area of the website.) If you are not the account owner (if someone else receives the bill for your Sprint service), you can get a subaccount password at *sprint.com*.

Voicemail Password

You create your voicemail password when you set up your voicemail. See “Set Up Your Voicemail” on page 25.

Data Services Password

With your phone, you can elect to set up an optional data services password to control access and authorize Premium Service purchases.

To learn more or to change your passwords, sign on to *sprint.com* or call Sprint Customer Service at 1-888-211-4727.

Your Palm® Pre™ Phone

Sprint

Basics

In This Section

- What's in the Box? (page 30)
- Get to Know Your Phone (page 31)
- Charge the Battery (page 37)

What's in the Box?

All of the following items are in the phone box:

Hardware

- Palm® Pre™ phone and pouch.
- AC charger.
- 3.5mm stereo headset.
- USB cable.

Print Material

- Get Started Guide.
- Features Guide.
- Palm warranty.
- End User License Agreement.

Get to Know Your Phone

Slide Out the Keyboard

- Hold the phone as shown below and gently push up.

Front View

1 *Earpiece*

2 *Touchscreen:* Tap and make other gestures directly on the screen. See “Touchscreen” on page 36.

3 *Volume*

4 ***Gesture area:*** Make the back gesture and begin other gestures here. See “Use Gestures: Tap, Swipe, Drag, Flick, Pinch” on page 42.

5 ***Microphone***

6 ***Center:*** Press to display ***Card view*** (see “Display All Open Applications (Card View)” on page 56).

7 ***Keyboard:*** See “Use the Keyboard” on page 63.

8 ***Charger/microUSB connector***

Tip	*Be careful not to scratch, crush, or apply too much pressure on the touchscreen. Do not store your phone in a place where other items might damage it.*

Back View

1 *Camera flash*
2 *Camera lens*
3 *Speaker*

Top View

1 ***Power:*** Press to wake up or turn off the screen. Press and hold to turn your device and all wireless services completely off and to turn your device back on after having turned it completely off.

2 ***Ringer switch:*** Slide to turn the ringer and notification sounds on or off. (Red means off.) The ringer switch does not affect music or video playback sounds.

3 *3.5mm headset jack*

Bottom View

* *Back cover release*

Touchscreen

1 *Application name:* Displays the name of the currently open application. Tap the name to open the application menu.

2 *Launcher:* See “Open an Application in the Launcher” on page 53.

3 *Scroll arrow:* Swipe down to see hidden icons.

4 *Quick Launch:* See “Open an Application in Quick Launch” on page 52.

5 *Connection icons:* Show the status of wireless service connections and battery strength (see “What Are All Those Icons?” on page 97). Tap the icons to open the connection menu.

6 *Page indicators:* Show how many Launcher pages are to the right or the left of the currently displayed page. Swipe left or right on the screen to see other pages.

7 *Notification icons:* Show missed calls, new voicemail and email messages, and more. Tap the bottom of the screen to view notification details (see “View All Your Notifications” on page 74).

Charge the Battery

WARNING	*Use only batteries and chargers that are approved by Sprint and Palm with your phone. Failure to use a battery or charger approved by Sprint and Palm may increase the risk that your phone will overheat, catch fire, or explode, resulting in serious bodily injury, death, or property damage. Use of unapproved third-party power supply accessories may damage the device and void the Limited Warranty for the product.*

Although the battery may come with a sufficient charge to complete the setup process, we recommend that after setup you charge your phone until the ***battery*** icon is full to ensure that the battery is fully charged.

See “Maximizing Battery Life” on page 39 for tips on making your battery’s power last longer.

1. On the right side of your phone, open the ***charger/microUSB connector***. (This is easier to do if you slide the keyboard out first.)

2. Connect the small end of the ***USB cable*** to the ***charger/microUSB connector***.

3. Connect the other end of the ***USB cable*** to the ***AC charger***.
4. Plug the ***AC charger*** into a working outlet.

Tip	*You can also charge your phone battery by connecting your phone to your computer using the USB cable. Charging this way takes much longer than using the AC charger. Do not, however, connect the Palm® Touchstone™ charging dock (sold separately) to your computer.*

When the battery is very low, the ***battery*** icon in the upper-right corner of the screen changes to red. When the battery is fully charged, the icon appears full and changes to green .

Maximizing Battery Life

Battery life depends on how you use your phone. You can maximize the life of your battery by following a few easy guidelines:

- Set your screen to turn off automatically after a shorter period of inactivity (see “Set the Interval for Turning the Screen Off Automatically” on page 187).
- Keep your battery away from direct sunlight and other sources of heat. Temperatures over 50 degrees Celsius (120 degrees Fahrenheit) can permanently reduce the capacity and life span of any lithium-ion battery.
- As with any mobile phone, if you are in an area with no wireless coverage, your phone continues to search for a signal, which consumes power. Turn off your phone if you are outside a coverage area (see “Turn Wireless Services Off (Airplane Mode)” on page 22).
- Turn off the Wi-Fi (see “Wi-Fi” on page 230), Bluetooth (see “Bluetooth® Wireless Technology” on page 249), and GPS (see “Location Services” on page 236) features when you are not using them.
- If you set up an email account in the Email application, set the interval to automatically download email to every two hours or less frequently (see “Enter Advanced Account Settings” on page 206).
- Lower the screen brightness (see “Change Screen Brightness” on page 186).
- Avoid excessive use of instant messaging (IM). Frequent use of IM can reduce battery life.
- Charge your phone whenever you can. Charge it overnight. The battery has a much longer useful life when it is topped off frequently than when it is charged after it is fully drained.
- You can buy an extra battery as a spare for long plane trips or periods of heavy use. To purchase batteries that are compatible with your phone, go to *palm.com/us/products/phones/pre/index.html*.

Move Around on Your Phone

In This Section

- Use Gestures: Tap, Swipe, Drag, Flick, Pinch (page 42)
- Open Applications (page 52)
- Work With Applications (page 55)
- Enter Information (page 63)
- Use the Menus (page 68)
- Search to Find Info and Make Calls (page 71)
- View and Respond to Notifications (page 73)
- Update the Software on Your Phone (page 75)
- Copy Files Between Your Phone and Your Computer (page 81)

Use Gestures: Tap, Swipe, Drag, Flick, Pinch

Gestures are an important, basic part of your phone. They're easy to learn, and they make working with the phone fast. You make most gestures with one finger. For a few, you need two.

To see short animations illustrating how to do gestures, go to *palm.com/support*.

You make gestures in two areas on your phone: the touchscreen and the gesture area. The gesture area is the black area extending from the bottom of the screen to halfway down the ***Center*** button.

* Gesture area

You also need to know about the ***Center*** button. Press the ***Center*** button to do the following:

- When you're working in an application, press ***Center*** to see ***Card view***. Card view shows you all the applications that are currently open, displayed as a series of cards (small active windows).
- When you're in ***Card view***, press ***Center*** to maximize the app in the center of the view.

Basic Gestures

Tap: Tap with the tip of the finger, fast and firmly, and then immediately lift your fingertip off the screen. Don't bear down on what you're tapping. Don't wait for a response; the response comes after you lift your finger. Don't linger on the gesture; a tap takes a split second to do.

Swipe: A swipe is most often a horizontal gesture, from right to left or left to right. Do it fast, do it lightly. In a swipe, your fingertip just skims the surface of the touchscreen or gesture area.

One kind of swipe you'll use a lot: ***Back***. Make the back gesture from right to left anywhere in the gesture area. Back takes you up one level from a detailed view to a more general view of the application you're working in. For example, when you finish reading an email message, make the back gesture to close the message and return to your list of messages. Or when you finish writing a memo, make the back gesture to close and save the memo and return to the display of all your memos. When you make the back gesture in an application and that's the only screen of that app that's open, you minimize the app and go back to ***Card view***.

Drag: Drag is the gesture you make for a slow scroll up and down a list. Slide your fingertip slowly along the surface—no need to bear down.

One kind of drag that you'll use a lot brings up ***Quick Launch*** when you're in an application. This drag gesture begins in the gesture area and ends on the touchscreen. As your fingertip slowly crosses the border between the gesture area and the touchscreen, it drags ***Quick Launch*** into view. To open one of the apps in ***Quick Launch***, move your finger to its icon. When you see the app name appear, lift your finger. The application opens.

You also make the drag gesture as part of a drag and drop.

Flick: As its name tells you, this is a quick gesture, great for scrolling long lists. Do it fast, do it lightly; as with a swipe, your fingertip just skims the surface. The faster you flick, the faster and farther you scroll up or down a list.

To ***close an application*** in ***Card view***, flick the card up toward the top of the touchscreen. This is called ***throwing*** the card off the top of the screen.

In some applications, such as Email and Messaging, you can throw a list item off the side of the screen to delete the item.

Scroll Gestures

Scroll a specific amount: Drag the screen in the desired direction.

Scroll fast: Flick the screen in the desired direction.

Stop scrolling: Tap or drag the screen while scrolling.

Zoom Gestures

Zoom in (Email, Web, Photos, Doc View, PDF View, Google Maps): Pinch out: Place two fingers on the screen and spread them slowly apart.

Zoom out (Email, Web, Photos, Doc View, PDF View, Google Maps): Pinch in: Place two fingers on the screen and bring them together.

Zoom in or out a fixed amount (Web, Photos): Double-tap the screen.

Text Selection Gestures

Place the cursor in a text field: Tap the location.

Move the cursor: Tap the location to insert the cursor. Press and hold the ***orange*** key. Place your finger anywhere onscreen and drag your finger in the direction you want to move the cursor.

Select text: Tap the location to insert the cursor. Press and hold ***Shift***. Place your finger anywhere onscreen and drag your finger in the direction you want to select text.

Drag and Drop

Tap and hold the item, drag it, and then lift your finger to drop it. Sometimes you get a visual cue that the item is ready to be dragged. For example, an icon in the ***Launcher*** is ready to be dragged when you see a halo radiating from the icon. A card in ***Card view*** is ready to be dragged when it changes size and becomes transparent.

Delete a List Item

You can throw to delete list items in applications such as Email, Messaging, Tasks, Music, and Bluetooth.

Throw the item off the side of the screen. If prompted, tap ***Delete*** to confirm the deletion.

Tip	*To delete multiple list items, throw each one off the screen. If you get the* **Delete** *confirmation prompt after throwing the first item, you don't need to tap it—just throw the second item, and the first deletion is confirmed automatically.*

Tip	*If you can't delete a list item by throwing it, open the item and look in the application menu for a delete command.*

Open Applications

You can have as many applications open at one time as you like.

Open an Application in Quick Launch

Quick Launch is the bar of five icons that is always available at the bottom of ***Card view*** and the ***Launcher***. To open an application from ***Quick Launch***, just tap the icon.

Quick Launch can display no more than five icons. By default it includes Phone, Contacts, Email, Calendar, and the ***Launcher***. You can change the order of icons (except the ***Launcher*** icon) in ***Quick Launch*** (see "Reorder Quick Launch Icons" on page 61), or swap in other applications (see "Change the Applications That Appear in Quick Launch" on page 60).

Note	*If you have a notification or the dashboard is open (see "View and Respond to Notifications" on page 73), you need to dismiss them to access* **Quick Launch**.

When an application fills the whole screen, make the following gesture to display ***Quick Launch*** and open one of its applications.

1. Drag up slowly from the gesture area to the screen.
2. Move your finger to the application icon. (When you see the app name appear, lift your finger. The application opens.)

Open an Application in the Launcher

The ***Launcher*** displays all the applications that are not on ***Quick Launch***. The ***Launcher*** includes multiple pages, which you can organize to group apps the way you want (see “Reorder Launcher Icons” on page 62).

1. Press *Center* , and tap .

Tip	*You can also open the* Launcher *by flicking up twice from the gesture area to the screen. If you are in* Card view*, just flick up once to open the* Launcher*.*

2. To find the app you want, swipe up or down to see all the icons on a page. (Swipe left or right to see other pages.)

1 Arrow indicates that you can swipe down to see partially or fully hidden icons.
2 Page indicators show that there is one Launcher page to the left, and one to the right—swipe left or right to see them.

3. Tap the application icon.

To close the ***Launcher***, do one of the following:

- Press ***Center*** .
- Tap .
- Flick up from the screen to the gesture area.

Open an Application Using Search

1. Press ***Center*** to open ***Card view***.
2. Enter the name of the application.
3. When the application icon appears in the search results, tap it.

Work With Applications

Go Up One Level in an App (Back Gesture)

The back gesture takes you up one level from a detailed level to a more general view of the application you're working in. For example, when you finish reading an email message, make the back gesture to close the message and return to your list of messages. Or when you finish writing a memo, make the back gesture to close and save the memo and return to the display of all your memos. When you make the back gesture in an application and that's the only screen of that app that's open, you minimize the app and go back to ***Card view***.

- To make the back gesture, swipe right to left anywhere in the gesture area.

Display All Open Applications (Card View)

Card view displays open applications as small cards, so that you can easily scroll through them and drag them to change their order.

- When an application fills the screen and you want to go to ***Card view***, press ***Center*** .

Tip	*You can also open* **Card view** *by flicking up from the gesture area to the screen.*

Move Among Open Applications

1. In ***Card view*** (see "Display All Open Applications (Card View)" on page 56), swipe left or right on the screen to see other open apps.

2. Tap a card to maximize the application.

Tip	*You can also maximize the center card in* **Card view** *by flicking down from the screen to the gesture area.*

Tip	*You can set a preference to move among open applications with a full swipe in the gesture area (see "Turn Advanced Gestures On/Off" on page 187).*

Reorder Open Application Cards

1. In ***Card view*** (see "Display All Open Applications (Card View)" on page 56), tap and hold a card to further reduce the size of the cards.

Tip	*You can also tap anywhere on the screen around the cards to reduce the size of the cards.*

2. Tap and hold a card, and after it becomes transparent, drag it to another position.

Close an Application

- In ***Card view*** (see “Display All Open Applications (Card View)” on page 56), throw the application card off the top of the screen.

Change the Applications That Appear in Quick Launch

If ***Quick Launch*** contains five icons, you must remove an application from ***Quick Launch*** before you can add another one. You can remove any application icon except the ***Launcher***.

1. Open the ***Launcher***. ***(Quick Launch*** appears at the bottom.)
2. Tap and hold a ***Quick Launch*** icon, and then drag the icon onto the ***Launcher***.

3. Tap and hold a ***Launcher*** icon, and after the halo appears around the icon, drag the icon onto the ***Quick Launch*** bar.

Reorder Quick Launch Icons

You can change the position of any Quick Launch icon except the Launcher icon.

1. In ***Card view***, tap and hold a ***Quick Launch*** icon.
2. After the icon gets larger and transparent, drag it to another location.

Reorder Launcher Icons

1. In the ***Launcher***, tap and hold an icon.
2. After the halo appears around the icon, drag it to another location.
3. To move the icon to another page, drag it to the left or right edge of the screen.

Delete an Application

You can delete applications that you have installed on your phone.

1. While pressing and holding the ***orange*** key, tap the app icon.
2. Tap ***Delete***.

Tip	*You can also delete an application from the Launcher by opening the application menu and tapping* **List Apps**. *On the list of applications, tap and hold an app name, and tap* **Delete**.

Enter Information

Use the Keyboard

1 Orange
2 Shift
3 Space
4 Backspace
5 Enter
6 Sym

Enter Uppercase Letters

By default, the first letter of each sentence or field is capitalized and the remaining text you enter is lowercase. To enter other uppercase letters, do one of the following:

- Press ***Shift*** and press the letter key. The Shift symbol appears: . You don't need to hold down Shift while you press the letter key.
- ***Turn on Caps Lock:*** Press ***Shift*** twice. The Caps Lock symbol appears: .

- *Turn off Caps Lock*: Press *Shift* .

Enter Alternate Keyboard Characters

Numbers, punctuation, and symbols appear above the letters on the keys. To enter these characters, do one of the following:

- Press the ***orange*** key and press the key for the character. The alternate character symbol appears: ◉. You don't need to hold down the orange key while pressing the second key.
- ***Enter a series of alternate characters:*** Press the ***orange*** key twice to lock the alternate character feature. The alternate character lock symbol appears: ◉.
- ***Turn off the alternate character feature:*** Press the ***orange*** key.

Enter Passwords

You can see each character of a password only as you enter it, so be careful. Be sure Caps Lock and alternate character lock are off unless you need them. For information on how to enter characters, see "Enter Uppercase Letters" on page 63 and "Enter Alternate Keyboard Characters" on page 64.

Enter Characters From the Symbols Table

You can enter symbols and accented characters that don't appear on the keys by using the symbols list. See "Symbols and Accented Characters" on page 65 for a table of the available symbols and accented characters.

1. Press ***Sym*** to display the symbols table.
2. Narrow the options by pressing the key that corresponds to the character you want. (For example, to enter an é, press ***e***. See the table below for a list of corresponding characters.)

Tip	*The symbols and accented characters are grouped according to their similarity to the corresponding key. For example, the symbol that is available for the R key is ®, and for the T key is ™.*

Tip	*If you press the wrong key, press* **Backspace** *to redisplay the full symbols table. You can then press another key.*

3. Scroll to find the character you want.

4. Tap the character to insert it.

Symbols and Accented Characters

Press Sym and press…	*to select…*
a	á à ä â ã å æ
A	Á À Ä Â Ã Å Æ
c	© ç
C	© Ç
d or D	† ‡
e	é è ë ê
E	É È Ë Ê
i	í ì ï î
I	Í Ì Ï Î
n	ñ
N	Ñ
o	ó ò ö ô œ õ ø
O	Ó Ò Ö Ô Œ Õ Ø

Press Sym and press…	*to select…*
p or P	¶
r or R	®
s or S	ß
t or T	™
u	ú ù ü û
U	Ú Ù Ü Û
x or X	x ¤
y	ÿ
Y	Ÿ
, or .	~ \ • ÷ ^ [ ] { } < > « » Ø µ |

Some symbols are not associated with a letter key. Press ***Sym*** by itself and scroll to the bottom of the symbols table to select these symbols: º ¹ ¼ ½ ² ³ ¾ i ¿ :-) :-(;-) $ ¢ € £ ¥.

Enter Information in a Field

You can enter information in a field by typing or by pasting previously copied information (see "Cut, Copy, and Paste Information" on page 67). To accept the information you entered, do one of the following:

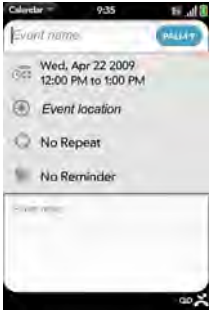
- Tap outside the field.
- Press ***Enter***. If a screen contains multiple fields, pressing ***Enter*** accepts the information you just entered and jumps the cursor to the next field.

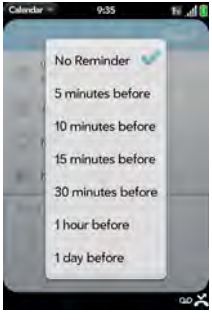
Select Items in a List

Lists enable you to select from a range of options. Lists are different from menus (see “Use the Menus” on page 68), which give you access to additional features.

Lists are hidden until you tap the currently displayed option for that list.

1. Tap the currently displayed option to open the list. (For example, when creating a new event in Calendar, tap ***No Reminder*** to display the list of reminder options.)





2. Tap the list option you want.

Cut, Copy, and Paste Information

You can cut or copy any editable text. Tap the text to insert the cursor—if the cursor appears, you can edit the text.

1. Select the text you want to cut or copy (see “Text Selection Gestures” on page 49).
2. Open the application menu and tap ***Edit*** > ***Cut*** or ***Copy***.

3. Insert the cursor where you want to paste the text (see “Text Selection Gestures” on page 49).
4. Open the application menu and tap ***Edit*** > ***Paste***.

Tip	*You can also use keyboard shortcuts to cut, copy, and paste. After selecting the text or inserting the cursor, tap and hold the gesture area and press* X *(cut),* C *(copy), or* V *(paste).*

Save Information

- On most screens, your information is saved automatically. Just make the back gesture to close the screen (see “Go Up One Level in an App (Back Gesture)” on page 55), and your info is saved at the same time.
- On screens with a Done button, tap ***Done*** to save your information.

Use the Menus

Most applications have an application menu hidden in the upper-left corner, which provides access to additional features. There is also a connection menu hidden in the upper-right corner, which provides access to wireless services.

Some applications have additional menus. For example, in ***Photos***, tap an open picture and tap to display a menu of tasks you can do with the picture (see “Photos” on page 107).

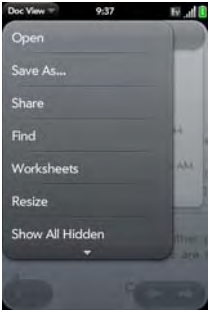
To get the most out of your phone, it’s a good idea to familiarize yourself with the additional features available through the menus in various applications.

Open the Application Menu

The application menu contains options such as ***Cut*** and ***Copy***, ***Preferences***, ***Help***, and other application-specific commands.

1. Tap the application name in the upper-left corner of the screen.

2. Tap a menu item to open it. (If the menu displays a downward-pointing arrow at the bottom, it means that more options are available. Scroll the menu to see the additional options.)



Open the Connection Menu

The connection menu lets you manage wireless services—the phone, Bluetooth® wireless technology, and Wi-Fi.

Did You Know?	*The connection menu also displays the current day and date and the battery charge level.*

1. Tap the upper-right corner of the screen.

2. Tap a menu item to turn that wireless feature on or off or to open a list of options for that feature (see “Turn Wireless Services Off (Airplane Mode)” on page 22 for more information).

Search to Find Info and Make Calls

Use Universal Search

You can search for contacts and applications on your phone, or search the Web.

1. Open ***Card view*** (see “Display All Open Applications (Card View)” on page 56) or the ***Launcher*** (see “Open an Application in the Launcher” on page 53).
2. Begin typing the search term. (As you type, search displays all contact names and application names that match the character. As you continue typing, the search results narrow.)

3. Do one of the following:
   - ***To look up or get in touch with someone:*** Tap a contact name to open the person’s contact information. Tap a phone number to dial it, an email address to send a message, and so on. If only the contact name is displayed, tap the name to display ways to get in touch.
   - ***To perform a Web search:*** Tap the search term you entered to open a list of Web search options, and tap the option. If your search returns no contacts or applications, the Web search options are displayed automatically.
   - ***To open an application:*** Tap the application.

Search Within an Application

In applications such as Contacts, Memos, Doc View, and PDF View, you can search for entries or files. From the list view, enter the file name; a few words from a memo; or a contact name, initials, address, or number. See the application chapter for details.

You can also enter a search term in the Help application to search for help content related to the term.

View and Respond to Notifications

Respond to a Notification

Notifications show up at the bottom of the screen to notify you of new voicemail and messages, upcoming events, missed calls, and more.

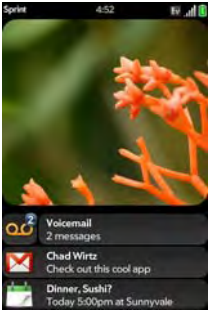
Do one of the following:

- Tap the notification to act on it.
- For some types of notifications, throw the notification off the side of the screen to dismiss it.

View All Your Notifications

For most types of notifications, if you do not tap the notification after a few seconds, it becomes an icon in the lower-right portion of the screen.

1. Tap anywhere on the bottom of the screen to display your notifications.



2. Tap a notification to act on it. (If a notification icon has a number on it, the number indicates how many items are included in the notification—how many voicemail or email messages you have, and so on.)

Reorder Notifications and Other Dashboard Items

The area that displays all of your notifications (see “View All Your Notifications” on page 74) is called the dashboard.

- Tap and hold a dashboard item, and then drag it to a different location.
- Throw a dashboard item off the side of the screen to dismiss it.

Update the Software on Your Phone

Palm continually provides updates to your phone's operating system to enhance performance and add functionality. Update notifications are sent to your phone automatically when a system update is available (see "Respond to a System Software Notification" on page 75). When you update your phone's operating system, your personal information and files are not affected.

What's more, both Palm and many application developers make updates available for applications you have installed on your phone. Update notifications are sent to your phone automatically when an application update is available (see "Respond to an Application Update Notification" on page 76).

In addition to receiving update notifications, you can manually check for software or application updates at any time (see "Manually Check for Updates" on page 77).

Respond to a System Software Notification

When you get a notification that a system update is available, do one of the following:

- Tap ***Install Now*** twice. When installation is complete and the phone resets, tap ***Done***.
- Tap ***Install Later***. The next time you charge your phone, you receive another update notification. You can again choose whether to install the update now or later. You can choose the ***Install Later*** option up to three times. The fourth time the notification appears, you must tap ***Install Now***.

Note	*You can use your phone while updates are being downloaded, but you cannot use your phone while updates are being installed.*

Important	*Do not remove the battery while updates are being installed.*

Here is some additional information about system updates:

- If you have Wi-Fi turned on and the battery has at least a 30% charge, your phone automatically downloads a system update if one is available—you don't have to do anything. If Wi-Fi is not turned on when the update becomes available, the Palm servers continue to check your device for Wi-Fi availability for two days.
- If you do not have Wi-Fi turned on anytime within two days of an update becoming available, your phone automatically downloads the update over the Sprint network the next time the battery has a 30% charge and you have a Sprint Mobile Broadband data connection, as indicated by the Ev icon at the top of the screen. Your phone cannot download an update over a Sprint 1xRTT data connection, as indicated by the 1x icon at the top of the screen.
- If the battery has less than a 30% charge, you must charge the battery before you can download or install an update.
- To avoid roaming charges, updates are not downloaded if your phone is in roaming coverage.
- If you do not install an update within one week of downloading it, your phone automatically installs the update as long as the battery has a 30% charge.

Respond to an Application Update Notification

When you get a notification that an update is available for one or more applications, tap the notification and do one of the following:

- Tap an individual application name to open the ***App Catalog***. From the ***App Catalog***, you can view application details and install that app (charges may apply; see "Use App Catalog to Shop for New Applications" on page 79).

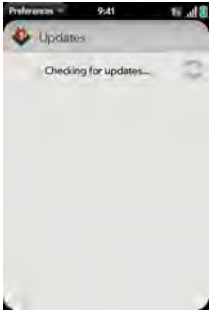
- Tap ***Install Free*** to install only those applications that you can download free of charge.
- Tap ***Install All*** to install all applications available for download (charges may apply).

Note	*You can use your phone while updates are being downloaded, but you cannot use your phone while updates are being installed.*

Important	*Do not remove the battery while updates are being installed.*

Manually Check for Updates

1. Open ***Updates*** .



2. If a message appears stating that a system update is available, do the following:

Preferences
8:48
Palm webOS Update
Palm webOS 1.0.1 10046 is now available. It's about 1MB. We'll download it over the next couple of days when your device is idle and a high speed network is available. You'll be notified when the update is ready to install.
Questions about this update? Visit palm.com/support
Download Now

- Tap ***Download Now.***
- When prompted, tap ***Install Now***.
- After installation finishes and the phone resets, tap ***Done***.

3. If one or more application updates are available, do one of the following:
   - Tap an individual application name to open the App Catalog. From the App Catalog, you can view application details and install that app (charges may apply; see "Use App Catalog to Shop for New Applications" on page 79).
   - Tap ***Install Free*** to install only those updates that you can download free of charge.
   - Tap ***Install All*** to install all updates available for download (charges may apply).

Note	*You can use your phone while updates are being downloaded, but you cannot use your phone while updates are being installed.*

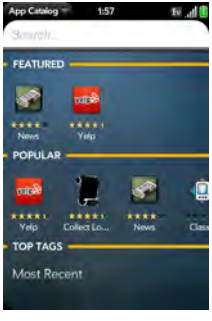
Important	*Do not remove the battery while updates are being installed.*

Use App Catalog to Shop for New Applications

Use App Catalog to browse and download any of the many applications available for your phone. App Catalog contains both free apps and apps you can buy.

Note	*Applications you installed on your old Palm OS® by ACCESS or Windows Mobile smartphone do not work on your Pre phone, because it uses the new Palm® webOS™ platform. Check the App Catalog for a new version of your old favorites.*

1. Open *App Catalog* .



2. Swipe right or left on the thumbnails to see featured and popular applications, or do one of the following:
   - *To search by name:* Tap *Search*, enter the search term, and press *Enter* .
   - *To view apps in a popular category:* Under *Top Tags*, tap the category you want.
   - *To browse apps by category:* Tap *Tag Cloud* at the bottom of the category list, and tap the category you want.

3. To sort your search or browse results by date, name, rating, or price, tap the button at the bottom of the screen.
4. When the app you want appears onscreen, tap the name to display app details.
5. On the app details screen, do any of the following:

   - Tap a screenshot to see a larger view.
   - Tap ***See Reviews*** to read all reviews.
   - Tap ***Home*** to go to the app developer's home page.
   - If available, tap ***Support*** to go to the developer's product support page.
   - Open the application menu and tap ***Flag as Inappropriate*** to flag the item as inappropriate.
6. To purchase the app, tap ***Download***. (If you have already installed the application, you do not see a Download button. Tap ***Update*** if an update is available. If the app is not free, you are taken to the developer's website to purchase the app.)

Important	*Before you tap* **Download** *or* **Update** *make sure you know whether the app is free, must be bought, or can be downloaded in a trial version before you buy it. Tapping either button commits you to buy a fee-based app. You also need to make sure you have enough storage space on your phone to fit the app. Open* **Device Info** *and look at the* **Available** *field under* **Phone**.

Did You Know?	*After you purchase an application, you can tap the stars on the app details screen to rate it, or tap* **Add Review** *to write a review.*

7. After you download an app, tap ***Tap to Launch*** to open it The app also now appears as an icon in the ***Launcher***, so you can open it from the ***Launcher*** as well.

Copy Files Between Your Phone and Your Computer

You can copy files from a computer to your phone, and from your phone to your computer, by putting your phone in USB drive mode.

When your phone is in USB drive mode, you can't make or receive calls or use other wireless features such as email or the Web.

Note	*Before you copy files from your computer, make sure you have enough storage space on your phone to fit the file. Open* **Device Info** *and look at the* **Available** *field under* **Phone**.

1. Connect your phone to your computer using the ***USB cable***.
2. On your phone, tap ***USB Drive***. (On your computer, your phone appears as a removable drive.)

Note	*On a Windows computer, if the* **Found New Hardware** *wizard opens, click* **Cancel** *to close the wizard.*

3. Open ***My Computer*** (Windows XP), ***Computer*** (Windows Vista), or the ***Finder*** (Mac), double-click the drive representing your phone, and drag and drop files to your phone. (The drive displays folders that you can use to organize the files you copy. You can also create your own folders.)
4. On a Windows computer, to end the connection safely, right-click the drive representing your phone and click ***Eject***. (On a Mac computer, from your desktop, drag the drive representing your phone to the ***Trash***. Trash changes to ***Eject***.)
5. Disconnect the ***USB cable*** from the computer when it is safe to do so.

After you copy a file to your phone, you can open the file if your phone has an application that supports the file type. You can open many file formats for photos, videos, and music; Microsoft Office files; and PDF files.

Tip	*If you use Windows Media Player on your computer, you can use that app's Sync feature to transfer music between your phone and your computer. You can also download the Palm Music Assistant, which lets you copy music from your phone directly to your desktop music player. Go to palm.com/music-assistant.*

Phone

In This Section

- Make Calls (page 84)
- Receive Calls (page 88)
- Use Voicemail (page 90)
- What Can I Do During a Call? (page 90)
- What's My Number? (page 95)
- View Your Call History (page 95)
- Save a Phone Number to Contacts (page 97)
- What Are All Those Icons? (page 97)
- Use a Phone Headset (page 99)
- Customize Phone Settings (page 101)

Make Calls

By default, your phone is on and ready to make calls. For information on turning the phone off and back on, see “Turn the Phone On/Off” on page 20.

Dial Using the Onscreen Dial Pad

The onscreen dial pad lets you make a call without sliding out the keyboard. It is also useful when you need to dial numbers that are expressed as letters and when you need large, brightly lit numbers that you can tap.

1. Open ***Phone*** .
2. Tap the onscreen keys to enter the number.

Tip	*Tap the onscreen backspace icon to delete numbers you've entered one at a time. Tap and hold the icon to delete all the numbers you've entered.*

Tip	*You can paste numbers copied from other applications—for example, from an email message or a memo—into the dial pad.*

3. Tap to dial.

Dial Using the Keyboard

1. In the ***Launcher*** or ***Card view***, use the keyboard to enter the number. (You do not need to press the ***orange*** key to enter numbers, *, or #.)

2. When you finish entering the number, tap it to dial.

Tip	*You can also enter a number with the keyboard when the dial pad is displayed. After entering the number, tap the onscreen dial icon to dial.*

Dial Using a Speed Dial

See “Assign a Speed Dial to a Contact” on page 137 for instructions on creating a speed dial.

- In the ***Launcher***, ***Card view***, or ***Phone***, press and hold the speed-dial key you assigned to the number.

Dial by Contact Name Using Universal Search

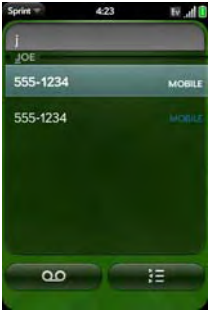
1. Open ***Card view*** (see “Display All Open Applications (Card View)” on page 56) or the ***Launcher*** (see “Open an Application in the Launcher” on page 53).
2. Begin typing the contact first or last name, or initials.

3. Tap one of the contact's phone numbers to dial it. If only the contact name is displayed, tap the name to display the phone numbers for that contact, and tap the number.

Dial by Contact Name in the Phone Application

See "How Do I Enter Names and Other Info in Contacts?" on page 130 for instructions on getting contacts on your phone. You can also look up and dial contacts using universal search (see "Search to Find Info and Make Calls" on page 71).

1. Open ***Phone***.
2. Tap to open contact search. (Enter a name or initials until the contact you want appears.)



Tip	*You can set a preference that lets you do a contact search right from the dial pad, without having to open contact search (see "Customize Phone Settings" on page 101).*

Did You Know?	*If you press E, R, or any other key that displays both a letter and a number, you see both matching names and numbers onscreen.*

Did You Know?	*If your company uses Microsoft Exchange Server with a Global Address List (GAL), entering the contact search information returns matching results from the GAL as well.*

3. Tap the number.

Redial the Last Number Dialed

1. Open ***Phone***.
2. Tap . (When the number appears at the top of the screen, tap again to dial.)

Dial Your National Emergency Number

You can dial 911 anytime. Just press ***power*** to wake up the screen, and enter the emergency number. If the phone is turned off, you don't have to turn it on. You don't have to press the ***orange*** key to enter numbers.

If you lock your phone with Secure Unlock and select a simple PIN (see “Set Options for Unlocking the Screen” on page 188), dial the emergency number by entering the number in the password field and tapping .

If you lock your phone and select a full password, however, you must press the ***orange*** key twice before entering the emergency number in the password field.

Dial From a Web Page or Message

Your phone recognizes most phone numbers that appear in Web pages or in messages (email, text, or multimedia).

1. If a phone number appears as an underlined link, tap the number. (This displays the dial pad with the number already entered.)
2. Tap to dial.

Receive Calls

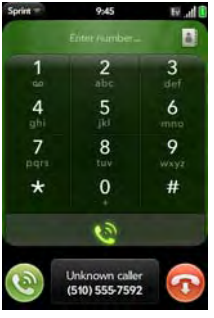
If you want to answer calls, your phone must be on. This is different from having only the screen turned on (see “Turn the Phone On/Off” on page 20). When your phone is off, your calls go to voicemail.

Tip	*You can pick the ringtone for incoming calls (see “Select the Ringtone for Incoming Calls” on page 191).*

Answer a Call

Do one of the following:

- If the screen is on when the phone starts ringing, tap .



- If the screen is off, drag up to unlock the screen and answer the call.
- If a headset is attached, press the headset button.

Did You Know?	*If you are playing music or a video on your phone and a call arrives, playback pauses automatically and resumes when you hang up or ignore the call.*

Tip	*See a photo of the person calling you! Learn how to assign a caller ID photo in "Add a Picture to a Contact" on page 110.*

Silence the Ringer on an Incoming Call

When you silence the ringer on an incoming call, you can answer the call or let it ring through to voicemail.

Do one of the following:

- Press ***power*** .
- Press ***Volume***.
- Slide the ***ringer*** switch off (red means off). This silences the ringer and any notification sounds. These sounds remain off until you slide the ***ringer*** switch back on. Other sounds, such as music and video playback, are not affected by sliding the ringer switch off.

Ignore a Call

To send a call immediately to voicemail, do one of the following:

- Tap .
- Press ***power*** twice.

To reply to a caller who is in your Contacts list after you ignore a call, tap the ignored call notification. This opens the caller's contact entry, where you can select a reply method.

Use Voicemail

1. Do one of the following:
   - In the ***Launcher***, ***Card view***, or ***Phone***, press and hold ***1*** .
   - Tap a voicemail notification at the bottom of the screen.
   - Open ***Phone*** . Then tap .
   - Open ***Phone*** . Then tap ***1*** onscreen.
2. Follow the voice prompts to listen to your messages.

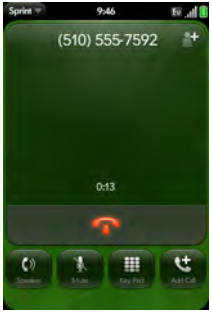
What Can I Do During a Call?

Your phone offers many advanced telephone features, including call waiting and three-way conferencing. These features depend on your service plan. Contact Sprint for more information.

When you make or receive a call, info about the call appears on the call screen. You can move between the active call and other applications the same way you move among any apps.

Manage a Call

Do any of the following:



- *Put the call on speakerphone:* Tap .
- *Mute the microphone so you can't be heard:* Tap .

Tip	*You don't need an on-hold button to put a call on hold. Just tap the mute icon to mute your end of the line.*

- *Open the dial pad to enter numbers for navigating phone trees, responding to prompts, and so on:* Tap .
- *Add a call:* See "Make a Second Call" on page 93.
- *Adjust call volume:* Press *Volume*.

Did You Know?	*You can send and receive text messages during a call. This is a great way to stay connected with friends and colleagues during a long call.*

End a Call

Do one of the following:

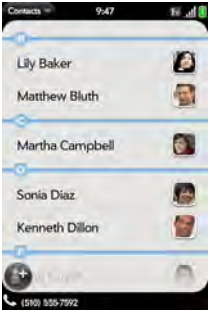
- Tap .
- If a headset is attached, press the headset button.

Use Another Application While on a Call

You can use many other applications on your phone, including the organizer and text message features, while holding a phone conversation. You can use the Sprint network for only one activity at a time—phone or data—so you cannot use the Sprint network to browse the Web, check email, or exchange MMS messages during a call. To browse the Web or check email during a call, you must connect to a Wi-Fi network. See “Wi-Fi” on page 230.

Note	*You cannot send or receive MMS messages using a Wi-Fi network.*

1. Open the ***Launcher*** or ***Quick Launch*** while on a call.
2. Tap the other application.
3. Tap the call notification at the bottom of the screen to return to the call screen.



Make a Second Call

1. While on a call, tap .
2. Dial the second call.

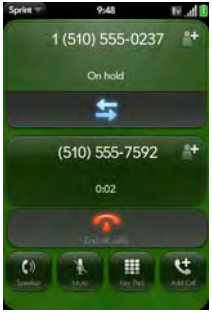
Answer a Second Call (Call Waiting)

When a second call notification appears, tap . The first call is put on hold.

Swap Between Two Calls

You can swap between calls only if the second call is incoming.

Do one of the following:



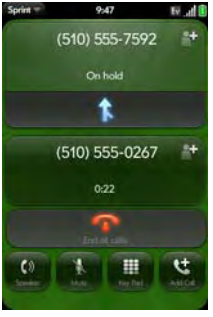
- Tap to put the active call on hold and switch to the other caller.
- Tap ***Hold*** to make the call on hold active.

Make a Conference Call

When you're on a call, you can make a second call and create a three-way conference call, provided that the service is available in your area. Please contact Sprint for more information.

Additional charges may apply and minutes in your mobile account may be deducted for each call you place.

1. Make a first call, then make a second call. (This is the limit of conference callers. Check your service plan about conference calls.)
2. Tap to create the conference call.



3. When you're done, do one of the following:
   - Tap to end all calls.
   - Ask one of the callers to hang up, so you can stay connected to the other caller.

Look Up or Send a Message to a Contact

When you're on a call with a contact, tap the contact name to open the contact record. From there, you can tap an option to send the contact a text or an email message, and so on. This is a great way to communicate with someone if you're on a long call.

If you tap the number of someone who is not a contact, you can add the number to Contacts (see "Save a Phone Number to Contacts" on page 97).

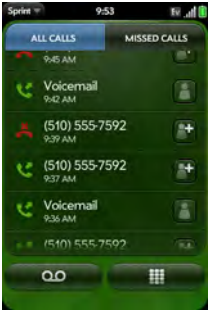
What's My Number?

1. Open *Phone*.
2. Open the application menu and tap ***Preferences***. (Your phone number appears at the top of the ***Phone Preferences*** screen.)

View Your Call History

1. Open *Phone*.
2. Tap .

3. Do any of the following:



- ***Switch the types of calls displayed:*** Tap ***All Calls*** or ***Missed Calls***.
- ***Call a number:*** Tap the number.
- ***Save the number to Contacts:*** Tap to the right of the number (see "Save a Phone Number to Contacts" on page 97).
- ***View a contact entry:*** Tap to the right of the number.
- ***Delete a call history entry:*** Throw the entry off the side of the screen.

Did You Know?	*In the call history, outgoing calls are designated by a right-pointing green arrow, and incoming calls are designated by a left-pointing blue arrow. Missed calls are designated by a bent red arrow. Ignored calls are designated by a red X.*

Tip	*To clear the call history, open the application menu and tap* **Clear Call History**.

Save a Phone Number to Contacts

You can save the number from an incoming or outgoing call to an existing contact, or create a new contact for the number. If an incoming call uses caller ID blocking, you cannot save the number.

1. Do one of the following:
   - *Before dialing a number you've entered in the dial pad:* Tap *Add to Contacts*.
   - *During a call:* Tap .
   - *After a call:* From the dial pad, tap . Tap to the right of the number, and tap *Add To Contacts*.
2. Tap one of the following:

   Save As New: Create a new contact for the phone number.

   Add To Existing: Tap the contact you want to add the phone number to.

What Are All Those Icons?

You can monitor the status of several items using icons at the top of the screen:

Icon	*Description*
	The battery is being charged.
	The battery is fully charged.
	The battery is low.
	Airplane mode is turned on.
	Wi-Fi is turned on. Waves denote signal strength.

The phone is searching for a Wi-Fi network.

The phone is on. Bars denote signal strength.

A 1x data connection is active.

An EvDO data connection is active.

The phone is searching for a Sprint network.

No Sprint network is available.

Bluetooth® wireless technology is turned on.

A Bluetooth connection is in progress.

A Bluetooth connection has been made.

Your phone is performing a search on the characters you entered. If you are in ***Card view*** or the ***Launcher***, your phone conducts a universal search (see "Search to Find Info and Make Calls" on page 71). If you are in an application such as Contacts or Memos, your phone searches for items within the app that match the search term you entered.

Voice and data roaming is turned on.

TTY is turned on.

Use a Phone Headset

You can connect the headset that came with your phone for hands-free operation.

WARNING	*If driving while using a phone is permitted in your area, we recommend using a headset or hands-free car kit (sold separately). However, be aware that use of a headset that covers both ears impairs your ability to hear other sounds. Use of such a headset while operating a motor vehicle or riding a bicycle may create a serious hazard to you and/or others, and may be illegal. If you must use a stereo headset while driving, place a speaker in only one ear. Leave the other ear free to hear outside noises, and use the headset only if it is legal and you can do so safely. See "Driving Safety" on page 314 for more information.*

Use a Wired Headset

Your phone works with headsets that have a 3.5mm connector (look for three colored bands on the plug). When in doubt, ask the third-party headset manufacturer if the product is compatible with your phone. If you hear a headset buzz or poor microphone performance, your headset may be incompatible with your phone.

1. Connect the headset. (While on a call, the icon changes to .)
2. The headset button performs different actions depending on what's happening on the phone. Press the headset button once to perform any of the following tasks:
   - Answer an incoming call.
   - Respond to call waiting.
   - Hang up a single active call or all calls on a conference call.
3. If you want to stop using the headset, do any of the following:
   - ***Switch from the headset to your phone's speakerphone:*** Tap and tap ***Speaker***.
   - ***Switch from the wired headset to a previously paired Bluetooth® hands-free device:*** Tap and tap the device name.

- ***Use your phone without the headset:*** Disconnect the headset.

Set Up and Use a Bluetooth® Hands-Free Device

Your phone is compatible with many headsets and car kits (sold separately) enabled with Bluetooth® wireless technology version 2.1 with EDR and Stereo (with AVRCP media controls).

After you set up a connection with a Bluetooth headset or hands-free car kit, you can communicate with that device whenever it is within range and the Bluetooth feature on your phone is turned on. The range varies greatly, depending on environmental factors. The maximum is about 10 meters (30 feet).

Note	*You can use a stereo (A2DP-enabled) Bluetooth headset to listen to MP3 files on your phone. You cannot, however, use a mono Bluetooth headset to listen to MP3 files.*

1. Open ***Bluetooth*** .
2. If the Bluetooth setting at the top of the screen is off, tap ***Off*** to switch the Bluetooth feature from Off to On
3. Tap ***Add device*** and tap the device name.
4. To use a Bluetooth device with your phone, follow the instructions that came with the Bluetooth device.
5. To switch to another Bluetooth device while on a call: Tap and tap the new device name. (You can also tap ***Handset*** or ***Speaker*** to use your phone without the headset.)

Tip	*If you make a Bluetooth connection with a car kit, you might get a notification on your phone asking if you want to upload contacts to the car kit. Tap* Allow *to upload contacts. If you later want to delete the contacts from the car kit, check the car kit documentation for instructions.*

Customize Phone Settings

Use Phone Preferences to customize phone settings.

Show Contact Matches

By default, when you have the dial pad displayed but you're using the keyboard to enter a phone number, only numbers are entered. You can set a preference, however, so that typing on the keyboard with the dial pad displayed enters both numbers and letters and performs a search of names in Contacts.

1. Open ***Phone***.
2. Open the application menu and tap ***Preferences***.
3. In ***Show Contact Matches***, tap ***On*** or ***Off***.

Use Dialing Tones

Dialing tones, also known as DTMF tones, are the tones that play when you press a key to dial. A short tone plays briefly and then stops, no matter how long you press the key. A long tone plays until you release the key.

1. Open ***Phone*** .
2. Open the application menu and tap ***Preferences***.
3. In ***DTMF tones***, tap ***Short*** or ***Long***, and then tap the option you want.

Use Dialing Shortcuts

Dialing shortcuts add a prefix at the beginning of a number, so you can dial an extension instead of the whole number.

1. Open ***Phone*** .
2. Open the application menu and tap ***Preferences***.
3. Under ***Dialing Shortcuts***, tap ***Add new number***.
4. Set the following:

   When I Dial: Tap this field and select the number of digits you need to enter to have your phone add a dialing shortcut.

   Use This Dialing Prefix: Enter the prefix to be added at the beginning of the dialed number. The combination of prefix and digits you enter must add up to a complete phone number.
5. Tap ***Done***.

Example: A complete phone number in your company's phone system has 11 numbers, for example, 1-408-555-1122. When dialing from a phone that's part of the system, you need to dial only the last five digits (51122). When you create a dialing shortcut on your phone, you select "5 digit numbers" for ***When I Dial*** and enter "140855" in ***Use This Dialing Prefix***. So when you dial your co-worker's five-digit extension (51122), your phone automatically dials the whole number: 1-408-555-1122.

Set Roaming Preferences

Use roaming preferences to set specific options for using your phone while roaming. For example, you can set options to prevent placing a call or making a data connection while roaming, so that you avoid extra charges.

1. Open *Phone*.
2. Open the application menu and tap *Preferences*.
3. Under *Network*, set any of the following:

   Voice Network: Tap *Sprint Only* to allow phone calls only when you are on the Sprint network, or tap *Automatic* to allow roaming on other networks.

   Data roaming: Set whether to allow Web browsing, email, and text and multimedia messaging when you are roaming. This option appears only if you have set *Voice Network* to *Automatic*.

Enable TTY/TDD

A TTY (also known as TDD or text telephone) is a telecommunications device that allows people who are deaf or hard of hearing, or who have speech or language disabilities, to communicate by telephone. Your phone is compatible with select TTY devices.

You can connect a TTY/TDD machine to your phone through the headset jack, but you cannot use your headset jack with a headset while this mode is enabled. Check with the manufacturer of your TTY device for connectivity information. Be sure that the TTY device supports digital wireless transmission.

Before You Begin	*Make sure your phone is connected to a TTY/TDD device using the headset jack. When you enable TTY, all audio modes are disabled on your phone, including holding the phone up to your ear and listening.*

1. Open *Phone*.
2. Open the application menu and tap *Preferences*.
3. In *TTY/TDD*, tap *On* or *Off*.

Update Network Settings

The network settings on your phone may require periodic updates. Contact Sprint for information on recommended update frequency.

1. Open ***Phone***.
2. Open the application menu and tap ***Preferences***.
3. Tap ***Update Network Settings***.

Update the Preferred Roaming List

The preferred roaming list contains information that allows you to obtain the best possible service when using your phone outside your home service area. Contact Sprint for information on recommended update frequency.

1. Open ***Phone***.
2. Open the application menu and tap ***Preferences***.
3. Tap ***Update PRL***.

Reset the Voicemail Count

Occasionally you may continue to receive notifications of new voicemail messages even after you have listened to or deleted all your messages. If this happens, use the Voicemail Count Reset preference to stop the notifications.

1. Open ***Phone***.
2. Open the application menu and tap ***Preferences***.
3. Tap ***Voicemail Count Reset***.

Your Media and Entertainment Center

In This Section

- Camera (page 106)
- Photos (page 107)
- Videos (page 113)
- YouTube (page 116)
- Music (page 118)
- Amazon MP3 (page 122)
- NASCAR Sprint Cup Mobile℠ (page 128)

Camera

Take a Picture

Your phone comes with an easy-to-use, built-in, 3-megapixel camera with an LED flash. You can use the camera to take pictures, and then use the ***Photos*** app to view them and send them to your friends and family (see “Share a Picture” on page 111). To add a personal touch to your phone, use your pictures as your wallpaper (see “Save a Picture as Wallpaper” on page 110) and as caller ID images (see “Add a Picture to a Contact” on page 110).

1. Open ***Camera*** .

2. The camera is set to automatically determine if the flash is needed. (If you want to change the flash setting, tap to keep the flash on, and tap again to keep the flash off.)
3. To take the picture in landscape view, turn your phone 90 degrees.
4. Press ***Space*** or tap .

The picture you took is automatically saved. Keep snapping pictures, and then go to ***Photos*** to look at them and delete the ones you don’t want.

Review Pictures you Have Taken

1. After taking a picture, tap the thumbnail of the picture in the lower-left corner of the screen. (This opens the picture in the ***Photos*** application.)
2. Swipe left or right on the screen to view other pictures you have taken.

Photos

Look at Pictures

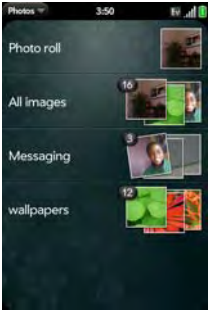
To get pictures on the phone, you can do any of the following:

- Take a picture with your phone's camera (see "Take a Picture" on page 106).
- Copy pictures from your computer (see "Copy Files Between Your Phone and Your Computer" on page 81).
- Receive pictures as email attachments (see "Open Attachments" on page 210).
- Receive pictures as part of a multimedia message (see "Receive and View Text and Multimedia Messages" on page 221).

You can view a picture as an email attachment or part of a multimedia message in JPG, GIF, BMP, or PNG format. In the ***Photos*** application, you can view pictures you take with the camera or copy from your computer in JPG format.

You can also look at pictures on the Web directly in the Web browser (see "Web" on page 237).

1. Open ***Photos*** .
2. Tap the album containing the picture, and tap the thumbnail of the picture. (The ***Photo roll*** album contains pictures you have taken with your phone's camera.)



3. Swipe left or right on the screen to look at other pictures in the album.

Organize Your Pictures Into Albums

The Photos application contains the following default albums:

- ***Photo roll:*** Contains all pictures you take with your phone's camera. (This album appears only if you have taken at least one picture.)
- ***Messaging:*** Contains any pictures in JPG format that you save from an email attachment or a multimedia message.
- ***Wallpapers:*** Contains default pictures that you can use as your wallpaper.

Did You Know?	*If you use one of your own pictures as wallpaper (see "Save a Picture as Wallpaper" on page 110), that picture is not saved to the* **wallpapers** *album.*

You can assign any pictures on your phone to one of these albums or to an album you create. To create and assign pictures to albums, you must put your phone into USB drive mode. You then create the albums and move pictures into them using your computer.

1. Connect your phone and your computer using the ***USB cable***.
2. On your phone, tap ***USB Drive***. (If prompted, tap ***OK***. On your computer, your phone appears as a removable drive.)

Note	*On a Windows computer, if the* Found New Hardware *wizard opens, click* Cancel *to close the wizard.*

3. Open ***My Computer*** (Windows XP), ***Computer*** (Windows Vista), or the ***Finder*** (Mac), and double-click the drive representing your phone.
4. To create an album, use your computer's controls for creating a new folder. (To be sure the ***Photos*** application can find the album, create it at the root level of the drive representing your phone, not as a subfolder of another folder.)

Note	*The Photos application displays an album you create only if the album contains at least one picture.*

5. Assign pictures to albums using your computer's controls to copy or move items. (It is easiest to find the pictures you want by displaying them as thumbnails.)
6. On a Windows computer, to end the connection safely, right-click the drive representing your phone and click ***Eject***. (On a Mac computer, from your desktop, drag the drive representing your phone to the ***Trash***. Trash changes to ***Eject***.)
7. Disconnect the ***USB cable*** from the computer when it is safe to do so.

Did You Know?	*To delete an album, connect your phone to your computer and tap* USB Drive*. From your computer, open the drive representing your phone and delete the album.*

Add a Picture to a Contact

You can also add a picture to a contact in the Contacts application (see “Add a Photo to a Contact” on page 136).

1. Tap a picture thumbnail to view it full-screen.
2. If the photo header is hidden, tap the screen to display it.
3. Tap and tap ***Assign to contact***.
4. Enter the contact name and tap the contact.
5. (Optional) Do either or both of the following:

   - To move the picture so a portion appears in the center, tap and hold the picture, then drag. The portion in the onscreen box appears in the contact record.
   - To zoom out or in on a part of the picture, pinch in or out on the picture.
6. Tap ***Set To Contact***.

Save a Picture as Wallpaper

Your wallpaper appears as the background in ***Card view***.

1. Tap a picture thumbnail to view it full-screen.
2. If the photo header is hidden, tap the screen to display it.
3. Tap and tap ***Set wallpaper***.
4. Do either or both of the following:
   - To move the picture so a portion appears in the center, tap and hold the picture, then drag. (The portion in the onscreen box appears as the wallpaper.)
   - To zoom out or in on a part of the picture, pinch in or out on the picture.
5. Tap ***Set Wallpaper***.

Share a Picture

You can send a picture to other picture-enabled devices or to an email address as an attachment.

1. Tap a picture thumbnail to view it full-screen.
2. If the photo header is hidden, tap the screen to display it.
3. Tap and tap ***Share via email*** or ***Share via MMS***.
4. Create the email or multimedia message.

Tip	*You can also copy pictures from your phone to your computer (see "Copy Files Between Your Phone and Your Computer" on page 81).*

Upload a Picture to the Web

To upload a picture to a Web service such as Facebook or Photobucket, you must already have an account with the service, and you must have the account set up on your phone. You can set up the account on your phone during the upload process, as described in this procedure, or you can set it up at any other time (see "Set Up an Online Pictures Account on Your Phone" on page 112).

1. Tap a picture thumbnail to view it full-screen.
2. If the photo header is hidden, tap the screen to display it.

3. Tap and tap ***Upload***.
4. Do one of the following:
   - If you have already set up your picture Web service on your phone, tap the name of the service you want to use.
   - If you have not set up your picture Web service on your phone, tap ***Add An Account*** and tap the account type. Enter your username and password and tap ***Sign In***.

Set Up an Online Pictures Account on Your Phone

To upload pictures to an account you have with a Web service such as Facebook or Photobucket, you must set up the account on your phone.

Did You Know?	*If you set up a Facebook account in the Photos application, your Facebook contacts and calendar events appear in the Contacts and Calendar applications on your phone also. Likewise, if you set up a Facebook account in Contacts or Calendar, the account is already set up to allow you to upload pictures from Photos.*

1. Open ***Photos*** .
2. Open the application menu and tap ***Preferences & Accounts***.

3. Tap ***Add An Account***, and tap the type of account you want to add.
4. Enter your account username and password and tap ***Sign In***.

Delete a Picture

1. Tap a picture thumbnail to view it full-screen.
2. If the photo header is hidden, tap the screen to display it.
3. Tap .
4. Tap ***Delete*** to confirm.

Videos

Watch a Video

To get videos on your phone, you can do any of the following:

- Copy videos from your computer (see “Copy Files Between Your Phone and Your Computer” on page 81).
- Receive videos as email attachments (see “Open Attachments” on page 210).
- Receive pictures as part of a multimedia message (see “Receive and View Text and Multimedia Messages” on page 221).

You can view videos in the MPEG4, H.263, H.264, MP4, M4V, 3GP, 3GPP, 3G2, and 3GP2 formats. Videos play on your phone in landscape orientation.

Use the ***YouTube*** application to view YouTube videos (see “YouTube” on page 116).

1. Open *Videos* .

2. Tap the video.

Use Video Playback Controls

Playback controls automatically appear when you start a video. They disappear after a few seconds. Tap the video to manually display or dismiss the controls.

Play.

Pause.

Move forward or backward (tap and hold the slider, then drag forward or backward).

Switch between full-screen view and original size.

Tip	*To skip ahead 30 seconds in a video, flick left to right on the screen. To jump back 10 seconds, flick right to left.*

Delete a Video

To delete a video file from your phone, you must put your phone in USB drive mode and delete the video using your computer.

1. Connect your phone and your computer using the ***USB cable***.
2. On your phone, tap ***USB Drive***. (If prompted, tap ***OK***. On your computer, your phone appears as a removable drive.)

Note	*On a Windows computer, if the* Found New Hardware *wizard opens, click* Cancel *to close the wizard.*

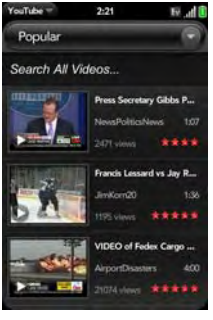
3. Open ***My Computer*** (Windows XP), ***Computer*** (Windows Vista), or the ***Finder*** (Mac), and double-click the drive representing your phone.
4. Delete the video using your computer's controls.
5. On a Windows computer, to end the connection safely, right-click the drive representing your phone and click ***Eject***. (On a Mac computer, from your desktop, drag the drive representing your phone to the ***Trash***. Trash changes to ***Eject***.)
6. Disconnect the ***USB cable*** from the computer when it is safe to do so.

YouTube

Watch a Video

YouTube on your phone lets you watch videos available online at the YouTube website. Videos are displayed on your phone in landscape orientation.

1. Open ***YouTube*** .
2. Do one of the following:



- *To search for a video:* Tap *Search All Videos*, enter a search term, and press *Enter* .
- *To display the most highly rated videos:* Tap and tap *Popular*.
- *To display the most frequently viewed videos:* Tap and tap *Most Viewed*.
- *To display videos you have recently viewed:* Tap and tap *History*.

3. When the video you want appears, do one of the following:
   - *To view the video:* Tap the video thumbnail.
   - *To view video details:* Tap the text to the right of the video thumbnail.

Use Video Playback Controls

Play.

Pause.

Move forward or backward (tap and hold the slider, then drag forward or backward).

Switch between full-screen view and original size.

Find Related Videos

Find videos from the same author or otherwise related to the one you selected.

On the video details screen (see “Watch a Video” on page 116), do one of the following:

- *View videos from the same author:* Tap *More* > *More From This Author*.
- *View related videos:* Tap *More* > *Related Videos*.

Share a Video

Send a friend a link to a YouTube video.

1. On the video details screen (see “Watch a Video” on page 116), tap ***Share***.
2. Tap ***Email*** or ***Text Message***.
3. Address and send the message.

Music

Listen to Music

You can listen to music through the speaker on the back of your phone or through a stereo headset or headphones.

To get music onto your phone, you can do any of the following:

- Copy music files from your computer (see “Copy Files Between Your Phone and Your Computer” on page 81).

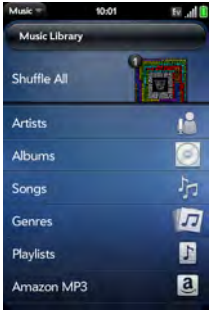
Tip	*If you use Windows Media Player on your computer, you can use that app's Sync feature to transfer music between your phone and your computer. You can also download the Palm Music Assistant, which lets you copy music from your phone directly to your desktop music player. Go to palm.com/music-assistant.*

- Receive music files as email attachments (see “Open Attachments” on page 210).
- Receive pictures as part of a multimedia message (see “Receive and View Text and Multimedia Messages” on page 221).

You can also listen to streaming music from the Web directly in the Web browser (see “Web” on page 237).

You can play music that you copy from your computer or stream from the Web in the following formats: MP3, AAC, or AAC+ format. For files received as email attachments, you can play files in the MP3, AAC, AAC+, WAV, AMR, or QCLEP format.

1. Open ***Music*** .
2. If the ***Music*** application finds no music files on your phone, tap one of the following:
   - ***Get My Music:*** Read information about how to get music on your phone.
   - ***Amazon MP3:*** Open the Amazon MP3 application to purchase songs (see "Amazon MP3" on page 122).
3. Do one of the following:



   - ***Listen to all songs on your phone:*** Tap ***Shuffle All***.
   - ***Listen to a specific song:*** Tap ***Artists***, ***Albums***, ***Songs***, ***Genres***, or ***Playlists*** to search that category. Continue making selections until the song you want appears. Tap the song name.
   - ***Listen to all songs from an artist:*** Tap ***Artists*** and tap the artist name. To listen to the artist's songs in the order they are displayed onscreen, tap the first song. The songs play one after the other in sequence. To listen to the songs in random order, tap ***Shuffle All***.

- ***Listen to an album:*** Tap ***Albums*** and tap the album name. To listen to the album's songs in the order they are displayed onscreen, tap the first song. The songs play one after the other in sequence. To listen to songs in random order, tap ***Shuffle All***.
- ***Listen to all songs in a genre:*** Tap ***Genres*** and tap the genre name. To listen to the songs in the order they are displayed onscreen, tap the first song. The songs play one after the other in sequence. To listen to the songs in random order, tap ***Shuffle All***.
- ***Browse a music store to preview or purchase songs (if available):*** Tap the music store name. Continue making selections until the song you want appears. Tap the song name.

Did You Know?	*Music continues to play in the background if you switch to another application, turn off the screen, or slide the* **ringer** *switch off.*

Use Music Playback Controls

Play.

Pause.

Rewind.

Fast forward.

Shuffle current playlist.

Repeat. Tap once to repeat the current song. Tap again to repeat the entire playlist.

Switch the Now Playing Display

You can switch the display to show the songs you are listening to by name or by album cover art.

- While you are listening to a song, tap the header to switch between ***Playlist*** view and ***Album Art*** view.

Search for Related Songs or Content

When you are listening to a song, you can search the Web for related items such as songs by the same artist or from the same album.

1. While listening to a song, open the application menu.
2. Tap one of the Web search options (such as ***Amazon MP3*** or ***YouTube***), and then tap the info you want.

Change the Order of Items in the Now Playing List

- In ***Playlist*** view, tap and hold a song name. Drag the song to move it to a new location in the list.

Remove a Song From the Now Playing List

- In ***Playlist*** view, throw the song name off the side of the screen. This does not delete the song file from your phone.

Delete a Song

To delete a song file from your phone, you must put your phone in USB drive mode and delete the song using your computer.

1. Connect your phone and your computer using the ***USB cable***.
2. On your phone, tap ***USB Drive***. (If prompted, tap ***OK***. On your computer, your phone appears as a removable drive.)

Note	*On a Windows computer, if the* Found New Hardware *wizard opens, click* Cancel *to close the wizard.*

3. Open ***My Computer*** (Windows XP), ***Computer*** (Windows Vista), or the ***Finder*** (Mac), and double-click the drive representing your phone.
4. Delete the song using your computer's controls.
5. On a Windows computer, to end the connection safely, right-click the drive representing your phone and click ***Eject***. (On a Mac computer, from your desktop, drag the drive representing your phone to the ***Trash***. Trash changes to ***Eject***.)
6. Disconnect the ***USB cable*** from the computer when it is safe to do so.

Amazon MP3

Before you can download items using the Amazon MP3 application on your phone, you must have an Amazon account, and you must read and agree to the MP3 Music service terms and conditions.

You can preview music files and queue them up for download over the Sprint network or a Wi-Fi network. However, you must be connected to a Wi-Fi network to download music files. After you purchase and download items from Amazon MP3, listen to them with your phone's Music application (see "Listen to Music" on page 118).

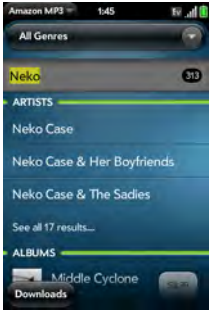
Set Up Your Amazon Account

You must be signed in to your Amazon account to download music.

1. Open *Amazon MP3*.
2. Open the application menu and tap ***Sign In***.
3. Enter your email address and password, and tap ***Sign In***. (To purchase songs without needing to enter your password each time, turn on ***Enable 1-Click***.)

Search for a Specific Song, Album, or Artist

1. Open *Amazon MP3*.
2. Tap ***Search*** and enter the song, album, or artist name.
3. Press ***Enter***.
4. Do one of the following:



- ***If the item you want appears on the screen:*** Tap the song, album, or artist name. Tapping the name of a song plays the preview; tapping its price gives you the option to buy it (see “Preview and Buy a Song” on page 126).
- ***If the item you want doesn’t appear:*** Tap ***See all [total number of] results*** at the bottom of the Artists, Albums, or Songs section.

Browse Songs, Albums, Artists, or Genres

1. Open *Amazon MP3* .
2. Do any of the following:
   - *View all songs in a certain genre:* Tap and tap the genre.
   - *View the top 10 new and notable releases:* Swipe left or right on the *New & Notable* album thumbnails.
   - *View the top 100 new releases:* Tap *New releases*.
   - *View the top 100 albums:* Tap *Albums*.
   - *View the top 100 artists:* Tap *Artists*.
   - *View the top 100 songs:* Tap *Songs*.

View Artist Information

1. Search for (see "Search for a Specific Song, Album, or Artist" on page 123) or browse to (see "Browse Songs, Albums, Artists, or Genres" on page 124) an artist, and tap the artist name.
2. Tap the word to the right of the artist name (*Albums*, *Songs*, or *Bio*).
3. Tap to view any of the following:

Important	*Your credit card is charged for the price of an item as soon as you tap* Buy.

Albums: To buy and download an album, tap the album price and tap *Buy*. Tap anywhere else on the album entry to view detailed album information.

Songs: To buy and download a song, tap the song price and tap *Buy*. Tap anywhere else on the song entry to preview the song.

Bio

View Album Information and Buy an Album

1. Make sure you have a connection to a Wi-Fi network (see “Wi-Fi” on page 230). (You can buy music files without a Wi-Fi connection, but you must be connected to a Wi-Fi network to download them.)
2. Search for (see “Search for a Specific Song, Album, or Artist” on page 123) or browse to (see “Browse Songs, Albums, Artists, or Genres” on page 124) an album, and tap the album name.

3. To preview a song, tap anywhere on the song entry except the price.
4. Do either of the following:

Important	*Your credit card is charged for the price of an item as soon as you tap* Buy.

- Tap the album price and tap ***Buy***.
- Tap a song price and tap ***Buy***.

Preview and Buy a Song

1. Make sure you have a connection to a Wi-Fi network (see “Wi-Fi” on page 230). (You can buy music files without a Wi-Fi connection, but you must be connected to a Wi-Fi network to download them.)
2. Search for (see “Search for a Specific Song, Album, or Artist” on page 123) or browse to (see “Browse Songs, Albums, Artists, or Genres” on page 124) an album or artist entry containing the song you want.
3. To preview a song, tap anywhere on the song entry except the price.

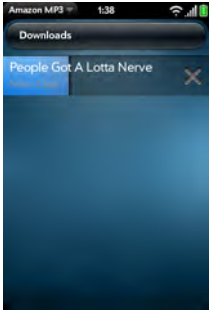
4. Tap the song price and tap ***Buy***.

Important	*Your credit card is charged for the price of an item as soon as you tap* Buy.

View and Work With Downloaded Items

You can preview music files and queue them up for download over the Sprint network or a Wi-Fi network. However, you must be connected to a Wi-Fi network to download music files.

1. Tap ***Download*** on any screen displaying this button. (This displays items that you are currently downloading or that you already downloaded.)



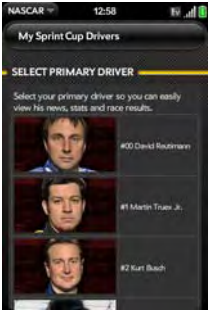
2. To cancel a current download, tap .

After you download an item, listen to it in the ***Music*** application (see “Listen to Music” on page 118).

NASCAR Sprint Cup Mobile[SM]

With ***NASCAR Sprint Cup Mobile***[SM]***,*** you can keep pace with the latest race results, driver stats, and live race audio.

1. Open ***NASCAR*** .
2. The first time you open ***NASCAR Sprint Cup Mobile***, do the following:
   - Tap ***Continue*** and follow the onscreen instructions.
   - Tap a driver thumbnail and tap ***Continue***.


NASCAR
12:58
My Sprint Cup Drivers
SELECT PRIMARY DRIVER
Select your primary driver so you can easily view his news, stats and race results.
#00 David Reutimann
#1 Martin Truex Jr.
#2 Kurt Busch

3. Tap options such as ***Home***, ***News***, ***SPEED***, ***Video***, and ***Drivers***. (Open the application menu and tap other options such as ***Stats and Schedules***, ***Sprint FanView***, ***Alerts and Personalization***, or ***Fantasy***.)

Your Personal Information Organizer

In This Section

- Contacts (page 130)
- Calendar (page 144)
- Tasks (page 156)
- Memos (page 162)
- Calculator (page 164)

How Do I Enter Names and Other Info in Contacts?

You have a few options for getting contact information to show up in Contacts:

Connect to an online address book through the Palm® Synergy™ feature: If you have an address book in an online account that works with the Palm® Synergy™ feature (for example, Google or Microsoft Exchange ActiveSync), you can set up Contacts on your phone to synchronize and display contacts in the online address book. Set up synchronization the first time you open Contacts (see "Use Contacts for the First Time" on page 132), or anytime after that (see "Customize Contacts" on page 143). After you set up the connection to the online address book, contacts you enter online show up automatically in Contacts, and contacts you enter on your phone sync to the online account.

The Synergy feature makes it easy to synchronize other data from an online account. By setting up synchronization in one app, synchronization of the other apps is automatically set up for you. For example, if you set up your Gmail account in Email before you set up Contacts, when you first open Contacts, you find that your Google contacts are already downloaded. And when you first open Calendar, you find that your Google calendar events are already in your phone's Calendar.

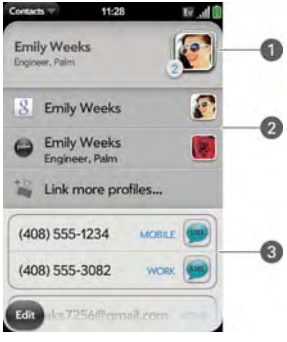
Enter a contact directly in Contacts: See "Create a Contact" on page 133 for instructions. You can assign the contact to one of your online address books—if you do, it synchronizes with the online address book. Or you can create the contact in your Palm profile account, which means it shows up on your phone only. Palm profile contacts are included in the daily backup of your Palm profile information, so you can restore them if they are accidentally erased.

Transfer contacts using the Data Transfer Assistant: When you transfer contacts from desktop software, you select which account to assign those contacts to. Look for those contacts in the account you select (see "Transfer Data From Your Computer to Your New Phone" on page 19).

Linked Contacts

The Synergy feature automatically links contacts from different accounts if it finds data in common between them. For example, if you have a contact in Exchange and in Google for Emily Weeks, your phone links the contacts so that all Emily's info shows up on a single contact screen. You need to open just one view to see all of Emily's info. The actual data remains stored separately with your different providers; it's just assembled in one view on your phone for your convenience.

How can you tell if a contact is linked? Look in the upper-right corner of the contact screen. If you see a stack of photos and a number, that means that you're looking at info combined from contacts you're storing with separate providers.



1 Tap the stack of photos to see the contacts that are linked.
2 Emily is a contact in your Google online account and in your Palm profile account.
3 Scroll down to see Emily's combined contact info.

You can unlink automatically linked contacts, and you can manually link contacts yourself (see "Link a Contact" on page 139 or "Unlink a Contact" on page 140).

Use Contacts for the First Time

1. Open *Contacts* .

2. Do one of the following:
   - *To set up your first online account to sync:* Tap the account type, enter the account information, and tap *Sign in*.
   - *To set up an online account to sync other than the first one:* Tap *Add An Account*, tap the account type, enter the account information, and tap *Sign In*.
   - *To skip to your contacts list:* Tap *Done*.

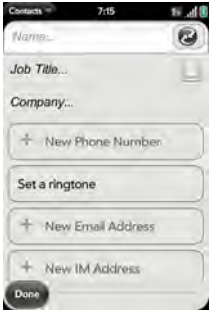
Note	*If you choose to sync Contacts with an online Facebook account, your friends' Facebook email addresses show up in Contacts, but you cannot add friends to your Facebook account from Contacts.*

Create a Contact

You can add a contact that synchronizes with an online account you have, such as Google or Microsoft Exchange ActiveSync. You can also add a contact in the Palm profile account, which does not synchronize with an online account but is backed up daily to your Palm profile.

If you are using Contacts for the first time, you go through a few different steps to get or access the contacts on your phone (see “Use Contacts for the First Time” on page 132). Follow this procedure to add contacts directly on your phone after the first time you use Contacts.

1. Open ***Contacts*** .
2. Tap .



3. (Optional) Tap the account button to the right of ***Name*** to change the account to which the new contact will be added.
4. Tap fields to enter contact details, select a ringtone for that contact, add notes, or add birthday details for the contact. (Scroll to see all of the fields available for contact info.)

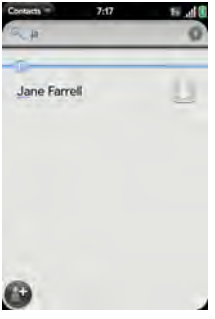
5. In some fields, such as ***New Phone Number***, when you enter the information a label button appears on the right. (Tap the button to change the label for your entry—for example, to identify a number as a mobile or work phone.)

Tip	*Use the* **Reminder** *field to enter that important message or question you have for this contact. The next time you send or receive a call or a message to or from the contact on your phone, the reminder pops up on the screen. You can also add a reminder later (see "Assign a Reminder Message to a Contact" on page 138).*

6. Tap ***Done***.

Find a Contact

1. Open ***Contacts*** .
2. Enter any of the following:
   - First, middle, or last name.
   - First and last initial (no space between).
   - Company.
   - Nickname.



3. For more search options, tap ***Global Address Lookup***. (This option is available if you are using Microsoft Exchange ActiveSync with a Global Address List.)
4. Tap the contact.

View or Edit Contact Information

1. Open ***Contacts***.
2. Search for a contact (see "Find a Contact" on page 134), and tap the contact name.

3. To edit a contact, tap ***Edit***, and enter the new information.

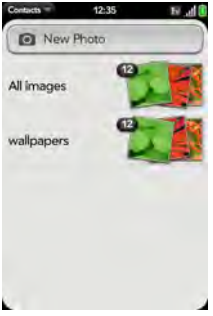
Note	*In linked contacts (see "Link a Contact" on page 139 and "Linked Contacts" on page 131), each field contains an account button. When you enter new information such as a phone number, tap the account button and tap the account you want to assign that information to.*

4. To delete a piece of contact information, such as a phone number, throw the item off the side of the screen, and tap ***Delete***.
5. Tap ***Done***.

Add a Photo to a Contact

The photo you add appears onscreen when this contact calls you.

1. While creating (see “Create a Contact” on page 133) or editing (see “View or Edit Contact Information” on page 135) a contact, tap .



2. Do one of the following:
   - To take a new photo, tap ***New Photo***.
   - To use an existing photo, tap the album containing the picture, and tap the picture.

Did You Know?	*If you see a stack of photos in a contact, with a number attached to the stack, that's because it's a linked contact (see “Linked Contacts” on page 131).*

3. (Optional) Do either or both of the following:
   - To move the picture so a portion appears in the center, tap and hold the picture, then drag. The portion in the onscreen box appears in the contact record.
   - To zoom out or in on a part of the picture, pinch in or out on the picture.
4. Tap ***Attach Photo***.

Add a Ringtone to a Contact

Select the ringtone you want to hear when this contact calls you.

1. While creating (see “Create a Contact” on page 133) or editing (see “View or Edit Contact Information” on page 135) a contact, tap ***Set a ringtone***.
2. Tap to preview the ringtone.
3. Tap the ringtone. (To use a music file as a ringtone, tap and tap the file name.)
4. Tap ***Done***.

Tip	*To change the ringtone for a contact, tap the ringtone and tap* **Change Ringtone**. *Tap* **Delete Ringtone** *to remove the ringtone from the list of available ringtones.*

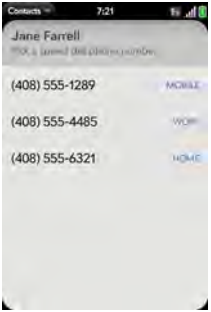
Assign a Speed Dial to a Contact

You can assign a speed dial to any contact phone number. You can assign up to 26 speed dials.

Did You Know?	*You cannot assign 1 (the E key) as a speed dial. The number 1 is reserved for dialing your voicemail system.*

1. Open ***Contacts*** .
2. Search for a contact (see “Find a Contact” on page 134), and tap the contact name.

3. Open the application menu and tap ***Set speed dial***.



4. Tap the phone number you want to assign a speed dial to, and then tap the key to use as a speed dial. (You may have to scroll to find the key you want.)

Tip	*To assign a currently used speed dial key to a new number, follow the steps for setting a new speed dial for the new number. Tap the key to use in step 4, and tap* **Reassign To Undefined**.

Tip	*To remove a speed dial from a number, open the contact, open the application menu, and tap* **Set Speed Dial**. *Tap the number and tap* **Remove Speed Dial [key letter]**.

Assign a Reminder Message to a Contact

If you have an important message or a question for a contact, you can enter a reminder right on your phone. The next time you and the contact are in touch—whether by phone call, email, or text message/IM—the reminder pops up as a notification.

1. Open ***Contacts***.
2. Search for a contact (see "Find a Contact" on page 134), and tap the contact name.

3. Open the application menu and tap ***Add Person Reminder***.
4. Enter the reminder.

Tip	*To remove a reminder message before it pops up as a notification, open the contact, open the application menu and tap* **Add Person Reminder**. *Tap* **Clear Reminder**.

Link a Contact

When your phone recognizes matching information in two contacts—for example, the same name and phone number—it automatically gathers the info from the two records into a single view that displays all the contact information. You can also manually link contacts. The info for your linked contacts appears combined only on your phone—the actual info is kept separate and distinct in the accounts it came from.

1. Open ***Contacts***.
2. Search for a contact (see "Find a Contact" on page 134), and tap the contact name.
3. In the open entry, tap the contact name in the header, and tap ***Link more profiles***.

4. Search for the contact (see "Find a Contact" on page 134) and tap it to link the two contacts.

Important	*To maintain the integrity of your contact data, it's important that you link only one person's contact info in different accounts. For example, if you have contact info for Emily Weeks in Google, Facebook, Microsoft Exchange, and your Palm profile account, go ahead and link all four contacts into a linked contact. But don't link Emily's contact info with her sister Allison's.*

Tip	*You can set one of the entries in a linked contact as the primary profile—the one that appears at the top of the linked contact entry. When you search for a contact using universal search (see "Use Universal Search" on page 71), the search feature looks through primary profile information only. In the open contact, tap the name that is currently displayed to open the list of all the linked entries. Tap the contact you want to use as the primary profile, and tap* Set As Primary Profile*.*

Unlink a Contact

1. Open ***Contacts***.
2. Tap the contact name to open the contact entry.
3. In the open entry, tap the contact name in the header, and tap the contact you want to unlink.
4. Tap ***Unlink This Profile***.

Add a Contact Entry to the Launcher

Assign your favorite contacts to the ***Launcher***, so you can open them directly from that location.

1. Open ***Contacts***.
2. Tap the contact name.
3. Open the application menu and tap ***Add to Launcher***.
4. (Optional) Edit the first and last name as you want them to appear in the Launcher.
5. Tap ***Add To Launcher***.

If the contact has a picture (see “Add a Photo to a Contact” on page 136), the picture appears as a ***Launcher*** icon. If the contact doesn’t have a picture, the contact name appears in the ***Launcher*** with a placeholder icon. Tap the real or placeholder icon to open the contact.

Get in Touch With a Contact

1. Open ***Contacts*** .
2. Tap the contact name.

3. Do any of the following:
   - Tap the appropriate field to call or send an email or instant message to that contact. For example, tap a phone number to call the contact.
   - Tap to send a text message.
   - Tap an address field to view the address on a map.

Delete a Contact

1. Open ***Contacts*** .
2. Tap the contact name.
3. Do one of the following:
   - ***Delete an unlinked contact or an entire linked contact:*** Open the application menu and tap ***Delete Contact***. Tap ***Delete All Profiles*** to confirm.

   - ***Delete one entry only in a linked contact:*** Tap the displayed contact name to open the list of all entries in the linked contact. Tap the entry you want and tap ***Delete This Profile***.

If you delete a contact that is assigned to an online account, the contact is deleted in the online account also.

Customize Contacts

1. Open *Contacts* .
2. Open the application menu and tap *Preferences & Accounts*.

3. Set the following options:

   List Order: Tap the *Sort Order* field and select the criteria by which the contact list is sorted. This changes the underlying sort order of the list only—your contacts still appear in the list as First Name/Last Name. If you sort by company name, any contacts who work for the AAA company appear first in the list, displayed alphabetically by First Name/Last Name. Any employees who work for the ZZZ company appear last in the list, again displayed by First Name/Last Name.

   Default Account: Tap the current default account to change to another account. New accounts you create are assigned to this account unless you specify otherwise.

   Add An Account: Tap an account type, and enter the account information. Before you can set up an account on your phone, you must already have an account online with the provider.

Manually Synchronize Contacts With Your Online Accounts

If you want to get contacts from an online account on your phone immediately—or upload contacts from your phone to the online account—you can do a manual sync. This synchronizes Contacts with all the accounts you have set up on your phone, and it synchronizes your calendar and email with those accounts also.

1. Open ***Contacts*** .
2. Open the application menu and tap ***Preferences & Accounts***.
3. Tap ***Sync Now***.

Stop Synchronization of Contacts With an Online Account

If you synchronize contacts with an online account, you can delete the account from Contacts. This stops synchronization of contacts only—if you also sync email or calendar events with that online account, those continue to synchronize. Deleting the account from Contacts also deletes any associated contact entries from your phone only. The entries are not deleted from the online account.

1. Open ***Contacts*** .
2. Open the application menu and tap ***Preferences & Accounts***.
3. Tap the account name.
4. Tap ***Remove Account*** and tap ***Remove Contact Account***.

Calendar

How Do I Enter Events in Calendar?

You have a few options for getting events to show up in Calendar:

Connect to an online calendar through the Palm® Synergy™ feature: If you have a calendar in an online account that works with the Palm® Synergy™ feature (for example, Google or Microsoft Exchange ActiveSync), you can set up Calendar on your phone to synchronize and display events in the online calendar. Set up synchronization the first time you open Calendar

(see “Use Calendar for the First Time” on page 146), or anytime after that (see “Customize Calendar” on page 153). After you set up the connection to the online calendar, events you enter online show up automatically in Calendar, and events you enter on your phone sync to the online account.

Did You Know?	*If you synchronize with your Google calendar, you can add* **Google Weather** *to the calendar on your desktop and have it appear in* **Calendar** *on your phone. On your desktop, log in to your* **Google Calendar** *account and open* **Calendar Settings**. *Click the* **General** *tab, enter your location, and click the temperature unit you want in* **Show weather based on my locations**. *The next time your phone synchronizes with your Google account,* **Google Weather** *appears in* **Calendar** *on your phone.*

The Synergy feature makes it easy to synchronize other data from an online account: By setting up synchronization in one app, synchronization of the other apps is automatically set up for you. For example, if you set up your Gmail account in Email before you set up Calendar, when you first open Calendar, you find that your Google calendar events are already downloaded. And when you first open Contacts, you find that your Google contacts are already in your phone’s Contacts app.

Enter an event directly in Calendar: See “Create an Event” on page 147 for instructions. You can assign the event to one of your online calendars—if you do, it synchronizes with the online calendar. Or you can create the event in your Palm profile account, which means it shows up on your phone only. Palm profile events are included in the daily backup of your Palm profile information, so you can restore them if they are accidentally erased.

Transfer calendar events using the Data Transfer Assistant: When you transfer calendar events from desktop software, you select which account to assign those events to. Look for those events in the account you select (see “Transfer Data From Your Computer to Your New Phone” on page 19).

Layered Calendars

Suppose you use the calendar in both Microsoft Exchange ActiveSync and in Google. If you set up both of those accounts to sync with your phone, your phone's Calendar app shows the events from both in a single view—a layered calendar with events that are color-coded to identify which provider they come from. Individual events remain stored separately with your different providers; the events are just assembled in one view on your phone for your convenience.

If you change an event, the change is made in the appropriate calendar.

You can also look at the events of just one calendar at a time.

Use Calendar for the First Time

1. Open ***Calendar*** .

2. Do one of the following:
   - ***To set up your first online account to sync:*** Tap the account type, enter the account information, and tap ***Sign in***.

- *To set up an online account to sync other than the first one:* Tap ***Add An Account***, tap the account type, enter the account information, and tap ***Sign In***.
- *To skip to your calendar:* Tap ***Done***.

Note	*If you choose to sync Calendar with an online Facebook account, your Facebook events show up in Calendar, but you cannot add calendar events to Facebook from the Calendar app.*

Create an Event

You can create an event that synchronizes with an online calendar you have, such as Google or Microsoft Exchange ActiveSync. You can also create an event in the Palm profile account, which does not synchronize with an online calendar but is backed up daily to your Palm profile. For information on managing your phone's time settings, see "Date & Time" on page 181.

1. Open ***Calendar*** .

2. Tap ***All*** or an online account name in the upper-right corner, and tap the calendar you want to use for this event.

If you create an event in All Calendars view, the event is created in the calendar set as the default (see “Customize Calendar” on page 153).

3. Go to the day you want (see “Move Around in Calendar” on page 151) and tap a blank time slot.
4. Enter the event name and press ***Enter***.

   In Day view, available time slots between events are compressed and labeled ***X Hrs Free***. To expand free time so you can enter an event, tap ***X Hrs Free***.

   Don’t look for a save button—your info is automatically saved when you make the back gesture to close the event.

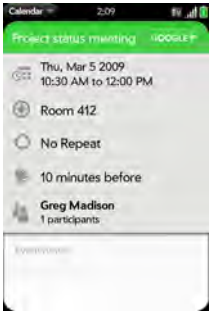
Enter the Event Location

1. While creating an event (see “Create an Event” on page 147), tap to the right of the event name. (To enter the event location after creating an event, tap the event name in Day view.)
2. Tap ***Event location*** and enter the location.

Tip	*Not sure how to get to an event? Open an event that has a location specified, open the application menu, and tap* **Map location**. *The event address is displayed in* **Google Maps**.

Schedule a Repeating Event

1. While creating an event (see “Create an Event” on page 147), tap to the right of the event name. (To set an event as repeating after creating the event, tap the event name in Day view.)
2. Tap ***No Repeat*** and tap the repeat interval.



3. (Optional) Tap ***Custom*** to define your own repeat interval and set the end date.

Did You Know?	*To enter a birthday, anniversary, or holiday, create an untimed event. Then select* **Yearly on [date]** *as the repeat interval.*

Add an Alarm to an Event

1. While creating an event (see “Create an Event” on page 147), tap ⓘ to the right of the event name. (To add an alarm after creating an event, tap the event name in Day view.)
2. Tap ***No Reminder*** and tap the interval for the alarm.

Add a Note to an Event

1. While creating an event (see “Create an Event” on page 147), tap ⓘ to the right of the event name. (To add a note after creating an event, tap the event name in Day view.)
2. Tap ***Event notes*** and enter the note.

Create an All-day (Untimed) Event

An all-day event such as a birthday appears in your calendar without a specific time slot.

1. Open *Calendar* .
2. Go to the day you want, open the application menu and tap ***New all day event***.

3. Enter the event details.

Change the Calendar Display

You can change the display of Calendar to show the events from all of your calendars or just the events recorded in one of your calendars.

1. Open *Calendar* .
2. Do either of the following:
   - Tap ***All*** or a calendar name in the upper-right corner, and tap the calendar view you want: all your calendars in a single view, or a specific calendar only.
   - Tap an icon to see different calendar views:

     Day view

     Week view

     Month view

Move Around in Calendar

- ***Next or previous week:*** In Week view, swipe right or left on the screen.
- ***Next or previous day:*** In Day view, swipe right or left on the screen.
- ***Next or previous month:*** In Month view, swipe down or up on the screen.
- ***Go to a specific month, date, or year:*** Open the application menu and tap ***Jump To***. Tap the month, day, and year and tap ***Go To Date***.
- ***Go to today:*** Open the application menu and tap ***Show today***.

Tip	*Another way to go to today from the application menu is to tap* **Jump to** *and tap* **Go To Today**.

Quickly Glimpse Your Schedule

- In Day or Week view, slightly drag left or right to peek at the previous/next day or month without changing the current view.
- In Month view, slightly drag up or down to peek at the previous/next month.

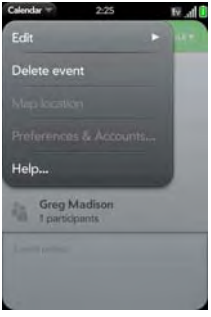
Delete an Event

If you delete an event that is assigned to an online account, the event is deleted in the online account also.

Note	*When you delete a Microsoft Exchange event on your phone, notification is not sent to attendees.*

1. Open ***Calendar*** .
2. Tap the event name.

3. Open the application menu and tap ***Delete event***, and then tap ***Delete*** to confirm. (If this event is one of a series of repeating events, tap the option to delete just this event or the entire series.)



Respond to an Event Reminder

When an event reminder appears in the notification bar at the bottom of the screen, tap the event description to open the event, or tap one of the following:

- ***Contact meeting attendees:*** This opens an email message with the participants' addresses added to the To field. The default message text is "Running late, on my way..."—you can edit the text before sending the message.
- ***Dismiss***
- ***Snooze:*** The reminder reappears in five minutes.

View Meeting Participants

If you receive a meeting request, you can view the participants.

1. On your calendar, tap the meeting request. (The ***Participants*** field shows the organizer name plus the number of participants.)
2. Tap the number to see the participants' names.
3. (Optional) Tap a participant's name. (If the participant is a contact, the contact entry is displayed. If the participant is not a contact, tap ***Add to Contacts*** to add the participant to your contacts list.)

Customize Calendar

1. Open ***Calendar*** .
2. Open the application menu and tap ***Preferences & Accounts***.

3. Set the following options:

First Day of Week

Day Start and End

Default Event Reminder: Tap the time interval for a notification to appear for timed and all-day events. Reminders you set for individual events override the default setting. The default setting is ***No Reminder***.

Event Reminders: Select to play a sound when a calendar notification appears.

Default Event Duration

Accounts: For all calendar accounts, tap an account to set the color for events created in that account and to show or hide that account in ***All Calendars*** view. For all calendar accounts except Palm profile, tap ***Change Login Settings*** to edit your username or password. You should do this only if you have changed this information for the calendar account online—the information you enter here must match the information in the online account.

Default Calendar: If you create an event in ***All Calendars*** view, the event is assigned to your default calendar.

Add An Account: Tap the account type and enter your username and password for the online calendar account. Before you can set up an account on your phone, you must already have an account online with the provider.

Manually Synchronize Calendar With Your Online Accounts

If you want to get calendar events from an online account on your phone immediately—or upload events from your phone to the online account—you can do a manual sync. This synchronizes Calendar with all the accounts you have set up on your phone, and it synchronizes your contacts and email with those accounts also.

1. Open ***Calendar*** .
2. Open the application menu and tap ***Preferences & Accounts***.
3. Tap ***Sync Now***.

Stop Synchronization of Calendar With an Online Account

If you synchronize calendar events with an online account, you can delete the account from Calendar. This stops synchronization of calendar events only—if you also sync contacts or email messages with that online account, those continue to synchronize. Deleting the account from Calendar also deletes any associated events from your phone only. The entries are not deleted from the online account.

1. Open ***Calendar*** .
2. Open the application menu and tap ***Preferences & Accounts***.
3. Under ***Accounts***, tap the account name.
4. Tap ***Remove Account*** and tap ***Remove Calendar Account***.

Tasks

Create a Task List

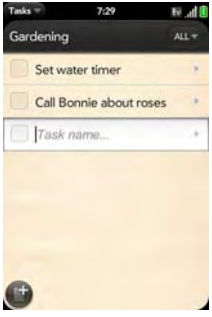
All individual tasks you create (see “Create a Task” on page 156) must be placed in a task list. A task list is a group of related to-do items.

1. Open ***Tasks*** .
2. Tap .

3. Enter the list name in the ***New list*** field and press ***Enter*** .
4. Create a task (see “Create a Task” on page 156).

Create a Task

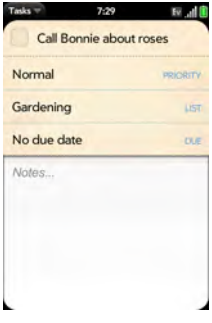
1. Open ***Tasks*** .
2. Tap the list you want to assign the task to.
3. Tap .



4. Enter the task name in the ***Task name*** field. (To set the task priority, see the next procedure.)

Set Task Priority, Due Date, and Other Details

1. Open ***Tasks***.
2. Tap the list containing the task.
3. Tap ⓘ to the right of the task name.



4. Set any of the following:

   Priority: High priority tasks appear with a red check box. Normal priority tasks appear with a blue check box, and low priority tasks appear with a gray check box.

   List: Assign the task to a different list.

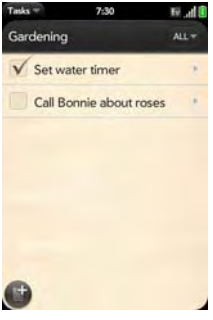
   Due date: Tap ***No due date***, and tap a due date option. If you set a due date, a notification appears at bottom of the screen on the due date. Tap the notification to open the task.

5. To enter a note about the task, tap ***Notes*** and enter the note.

Tip	*If you add a due date to a task and then want to add more details, tap the date to open the task details view.*

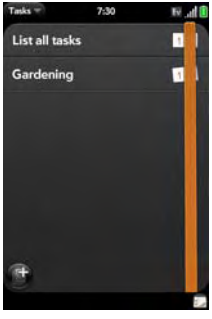
Check Off a Task

1. Tap the list containing the task.
2. Tap the box to the left of the task name.



View Tasks That Are Due Today

1. Open *Tasks* . (The number to the right of the *All Tasks* field shows the total number of tasks that are due today or are overdue. The number to the right of each task list name shows the number of tasks due today or overdue for that list.)



2. Tap a task list name to view tasks that are due today or overdue.

Rename a Task

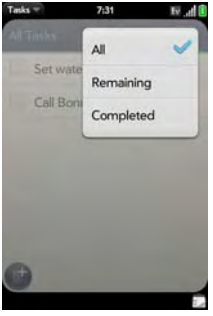
1. On the task list, tap the task name.
2. Enter the new name and press *Enter* .

Filter a Task List

By default, a task list displays all tasks. You can filter a task list to show remaining tasks or completed tasks.

1. Open *Tasks* .
2. Tap the list you want to filter.

3. Tap ***All***, ***Remaining***, or ***Completed*** in the upper-right corner, and tap the filter option you want.



Organize Your Tasks

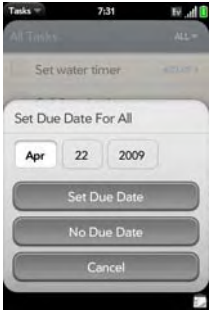
You can change the order of a task list or an individual task.

- Tap and hold the list or task name, and drag the item to the desired position. (Move a task to a different priority group (or number) to change its priority.)

Set Due Dates for All Tasks in a List

1. Open ***Tasks*** .
2. Tap the list containing the tasks.

3. Open the application menu and tap ***Set due date for all***.



4. Tap the month, date, and year, and then tap ***Set Due Date***.
5. To remove a previously assigned due date, tap ***No Due Date***.

Mark All Tasks in a List Completed/Incomplete

1. Open ***Tasks***.
2. Tap the list containing the tasks.
3. Open the application menu and tap ***Mark all completed/Mark all incomplete***.

Delete All Completed Tasks in a List

1. Open ***Tasks***.
2. Tap the list containing the tasks.
3. Open the application menu and tap ***Purge completed***.

Delete a Task or a Task List

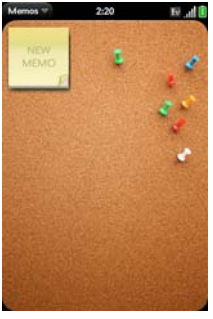
- Throw the task or task list off the side of the screen and tap ***Delete*** to confirm.

Memos

If you used the Data Transfer Assistant and imported notes from Outlook on your desktop to your phone, those notes appear in Memos.

Create a Memo

1. Open *Memos* .



2. Tap .
3. Enter the memo text. (Memos are saved as you type.)

Find a Memo

- In the memos list, enter any letters of any word in the memo, then tap the memo.

Note	*The results of universal search that you access in* **Card view** *or the* **Launcher** *do not include memos.*

Edit a Memo

1. Open ***Memos*** .
2. Tap the memo you want to edit.
3. Tap the screen to position the cursor (see “Text Selection Gestures” on page 49), and edit the memo text.

Change the Color of a Memo

Color-code your memos to help you recognize memos of a certain type. For example, make all your grocery lists blue.

1. In the memos list, tap the memo.
2. Tap the lower-right corner of the screen, and tap the new color.

Delete a Memo

1. In an open memo, open the application menu and tap ***Delete***.
2. Tap ***Delete*** to confirm.

Calculator

You can enter numbers in Calculator using either the onscreen keypad or the keyboard.

Perform Calculations

1. Open *Calculator* .
2. Enter numbers and perform calculations, including the following:

   Clear the last digit of a multi-digit number.

   Clear the current calculation or displayed number.

Use the Calculator Memory

1. Open *Calculator* .
2. Use the following memory functions:

   Add a number to memory.

   Display the number stored in memory.

   Clear the memory.

Your Documents and Other Productivity Files

In This Section

- Doc View (page 166)
- PDF View (page 172)

Doc View

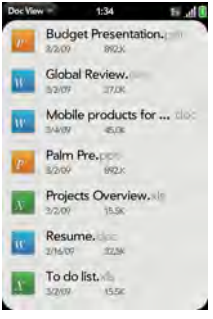
With Doc View, you can carry, view, and manage Microsoft Word, Excel®, and PowerPoint® files on your phone.

Open a File

You can view a file that you copy from your computer (see “Copy Files Between Your Phone and Your Computer” on page 81) or receive as an email attachment (see “Open Attachments” on page 210). You can view files in DOC, DOCX, TXT, XLS, XLSX, PPT, and PPTX formats.

Note	*Before you put files on your phone, make sure you have enough storage space on your phone to fit the file. Open* **Device Info** *and look at the* **Available** *field under* **Phone**.

1. Open ***Doc View*** . (The list of your files appears onscreen.)



2. To search for a file, enter the name. (Tap the file when it appears.)
3. To open a second file: Open the application menu and tap ***Open***. (Tap the file.)

Change the Display Size

For information on zooming in and out, see “Zoom Gestures” on page 48.

- *Pinch out to zoom in.*
- *Pinch in to zoom out.*
- *Double-tap the screen to zoom in or out a specified amount.*
- *Turn on horizontal scroll (Word documents only):* Open the application menu and tap ***Wide View***. (In Wide view, text does not wrap on the right side of the screen. You can scroll horizontally or rotate the phone to see more text.)

Find Text in a File

1. With a file open, open the application menu and tap ***Find***.

2. Type the text you want to find and press ***Enter*** or tap . (The first instance of the text appears highlighted.)
3. *Find the next instance:* Tap .

   Find the preceding instance: Tap .
4. To exit search, open the application menu and tap ***Find***.

Save a File With a New Name

1. With the file open, open the application menu and tap ***Save As***.
2. Enter the new file name and tap ***Save As***.

Share a File

1. With the file open, open the application menu and tap ***Share***.
2. Create the email message and tap .

View File Properties

You can view properties such as the file size, date created or modified, and more.

1. With the file open, tap the file name.

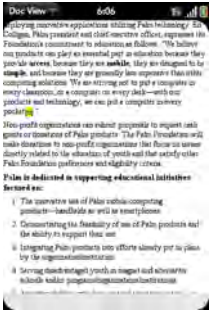
Doc View
1:38
MOBILE PRODUCTS FO...
Name: Mobile products for extraordinary lives
Author: Palm, Inc.
Description: (no description)
Last Saved Date: Mar 5, 2009, 1:17 PM
Creation Date: Mar 5, 2009, 12:52 AM
Word count: 1568

2. Tap the file properties to dismiss them.

Work With Comments, Endnotes, and Footnotes in a Microsoft Word Document

In an open Word document, comments, endnotes, and footnotes are indicated by highlighted text.

1. Tap the text or footnote indicator to open the comment, endnote, or footnote.



2. To close the comment, endnote, or footnote, tap outside it.

Select a Cell, Row, or Column in an Excel® Spreadsheet

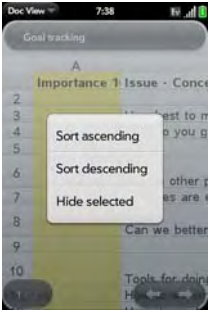
- Tap the cell, row header, or column header.

Resize Rows or Columns in a Spreadsheet

1. Open the application menu and tap ***Resize***.
2. Tap, hold, and drag the row or column divider.

Show or Hide Rows or Columns in a Spreadsheet

- *To hide a row or column:* Tap the row or column header and tap ***Hide selected***.



- *To show a hidden row or column:* Tap, hold, and drag the row or column headers to either side of the hidden row or column. Tap ***Show Hidden***.
- *To display all hidden rows or columns:* Open the application menu and tap ***Show All Hidden***.

Sort Your Data in a Spreadsheet

- Tap the column header and tap ***Sort ascending*** or ***Sort descending***.

Switch Among Sheets

Do one of the following:

- Open the application menu and tap ***Worksheets***. Tap the sheet.
- Tap the current sheet number in the upper-right corner of the screen. (Enter the page number you want to jump to and press ***Enter*** .)

View Comments in a Spreadsheet

In an open Excel® spreadsheet, comments are indicated by a red triangle in the upper-right corner of the relevant cell.

1. Tap the red comment indicator to open the comment.
2. Tap the comment to close it.

Switch Among Views in a PowerPoint® Presentation

1. In an open presentation, open the application menu.
2. Scroll down the menu and tap one of the following:
   - *Show Notes*.
   - *Outline*: To jump to a specific slide, tap the slide or begin typing the slide name or number, and tap the slide.
3. To return to Normal Presentation view, make the back gesture (see "Go Up One Level in an App (Back Gesture)" on page 55).

Move Around in a Presentation

- *Go to the next or preceding slide:* Tap or .
- *Go to the preceding slide:* Swipe right on the screen.
- *Jump to a different slide:* Tap the current slide number in the lower-left corner of the screen. (Enter the slide number you want and press *Enter* .)

Upgrade to Documents To Go® from DataViz

With Documents To Go® from DataViz, you can create and edit Word, Excel, and PowerPoint files right on your phone, in addition to viewing them.

1. Open *Doc View* .
2. Open a document, open the application menu, scroll down the menu if needed, and tap *Document Editing*.

For more information on Documents To Go, go to *dataviz.com*.

PDF View

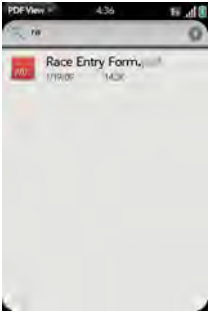
With PDF View, you can carry, view, and manage PDF (Adobe Acrobat) files on your phone.

Open a File

You can view a PDF file that you copy from your computer (see “Copy Files Between Your Phone and Your Computer” on page 81) or receive as an email attachment (see “Open Attachments” on page 210).

Note	*Before you put files on your phone, make sure you have enough storage space on your phone to fit the file. Open* **Device Info** *and look at the* **Available** *field under* **Phone**.

1. Open ***PDF View*** . (The list of your files appears onscreen.)
2. To search for a file, type the name. (Tap the file when it appears.)



If the PDF file was created with a password, enter the password to open the file.

3. To open a second file: Open the application menu and tap ***Open***. (Tap the file.)

Move Around in a File

- *Go to the next or preceding page:* Tap or .
- *Jump to a different page:* Tap the current page number in the lower-left corner of the screen. (Enter the page number you want and press *Enter* .)
- *Move a part of the current page to the center of the display:* Tap and hold on the part of the page you want, and drag it to the center.

Change the Display Size

For information on zooming in and out, see “Zoom Gestures” on page 48.

- *Pinch out to zoom in.*
- *Pinch in to zoom out.*
- *Double-tap the screen to zoom in or out a specified amount.*

Find Text in a File

1. With a file open, open the application menu and tap *Find*.

2. Type the text you want to find, and press *Enter* or tap . (The first instance of the text appears highlighted.)

3. *Find the next instance:* Tap .

   Find the preceding instance: Tap .

4. To exit search, open the application menu and tap ***Find***.

Save a File With a New Name

1. With the file open, open the application menu and tap ***Save As***.

2. Enter the new file name and tap ***Save As***.

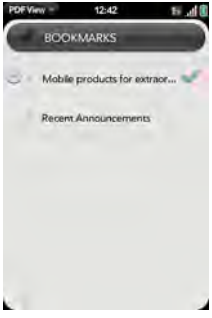
Share a File

1. With the file open, open the application menu and tap ***Share***.
2. Create the email message and tap .

View Bookmarks

If a PDF file was created with bookmarks, you can see the bookmarks on your phone.

1. With the file open, open the application menu and tap ***Bookmarks***. (A checkmark next to a bookmark name identifies the section of the file you are currently viewing.)



2. Do any of the following:
   - ***To expand a bookmark entry:*** Tap .
   - ***To collapse a bookmark entry:*** Tap .
   - ***To search for a specific bookmark:*** Type the bookmark name.
3. Tap a bookmark to jump to that section of the file.

Preferences

In This Section

- Backup (page 178)
- Date & Time (page 181)
- Device Info (page 182)
- Language (page 186)
- Screen & Lock (page 186)
- Sounds & Ringtones (page 189)

Backup

Back Up Your Information

Your phone backs up the contacts, calendar events, and tasks that are in your Palm profile account, as well as system settings and applications you downloaded to your phone. An automatic backup to your Palm profile of all this information happens every day. So if you ever need to erase the info from your phone, you can restore all your backed-up info. You can turn off automatic backup, and you can also perform a manual backup.

Information stored in online accounts like Google is synchronized by the online provider at regular intervals. Information stored in Outlook is synchronized by your company's Exchange server.

1. Open *Backup* .

2. Do any of the following:
   - *Back up your information manually:* Tap *Back up now*.
   - *Turn off automatic backup and delete backed-up information:* Tap *On* to switch backup from On to Off. (Tap *Turn Off And Erase Data*. This deletes all your information on the server. It does not affect the information on your phone.)

Tip	*Go to* Device Info *to delete the information on your phone (see "Erase Data and Reset Your Phone" on page 182).*

   - *Turn on automatic backup if you had previously turned it off:* Tap *Off* to switch backup from Off to On.

Update Your Palm Profile

A Palm profile connects your phone to Palm to get automatic updates, back up your data, and more. You create a Palm profile when you set up your phone.

You can edit your profile information at any time either on the website or on your phone.

Important	*To ensure that the data on your phone is consistent with that stored on your Palm profile, it is recommended that you perform a manual backup of your data after changing any of your Palm profile settings (see "Back Up Your Information" on page 178).*

Tip	*In the event that your phone is lost or stolen, you can go to your Palm profile on palm.com and. from there, erase the data on your phone.*

1. Open *Backup* .
2. Open the application menu and tap *Profile Settings*.

3. Enter your Palm profile password and tap ***Done***.

4. Edit any of the following:

   First Name/Last Name

   Email: Change the email address associated with your Palm profile. (A verification email is sent to the new address. Click the link in the email to verify the new address.)

   Security Question/Answer: Tap the current question and tap a new one. (Then tap ***Answer*** and enter an answer.)

   Change Password: Tap ***Change Password***. (Enter your new password and confirm it. Tap ***Done***.)

Date & Time

You can set your phone to adjust the date and time automatically to the local date and time wherever you are, or you can turn this feature off and enter date and time information manually.

1. Open *Date & Time* .

2. Set any of the following:

   Time Format

   Network time: Tap ***On*** or ***Off***. (If you turn this option off, select the date and time. If you switch from manual time to network time, there might be a delay before the network time updates on your phone.)

   Network time zone: Tap ***On*** or ***Off***. (If you turn this option off, tap the city that appears onscreen, and then tap a city in the time zone you want. Enter the first letter of the country's name to narrow the search for a city in your time zone.)

Device Info

View System Information

1. Open ***Device Info*** . (Basic system information is displayed.)
2. To view more detailed system information, tap ***More Info***, and tap ***Software*** or ***Hardware***.

Rename Your Phone

1. Open ***Device Info*** .
2. Tap the ***Name*** field and enter the new name.

Restart Your Phone

If an application freezes, first try restarting your phone. No files or settings are changed when you restart.

1. Open ***Device Info*** .
2. Tap ***Phone Reset Options*** and tap ***Restart***.

Note	*If the screen does not respond to taps, press and hold* **power** *and slide the* **ringer** *switch three times to restart your phone.*

Erase Data and Reset Your Phone

If restarting your phone does not solve the problem, you may need to reset the phone. A reset deletes some or all information from your phone (depending on the type of reset you select). After a reset, you must follow the prompts to sign in to your Palm profile again before you can use your phone.

Important	*You should perform a manual backup of your data before resetting your phone (see "Back Up Your Information" on page 178).*

1. Open *Device Info* .
2. Tap *Phone Reset Options*.

Preferences
7:47
Phone Reset Options
Restart
Shuts down and restarts the phone.
Partial Erase
Erases applications you installed and all application settings and data. Does not erase personal files stored on the USB drive.
Full Erase
Erases applications you installed and all application settings and data. Also erases personal files stored on the

3. Do one of the following:
   - *Erase all data from the phone except stored items such as pictures, videos, and music:* Tap *Partial Erase* twice.
   - *Erase all data from the phone:* Tap *Full Erase* twice. (All data from all accounts is erased from your phone, including information about your Palm profile. But all your data on the Web—in your online accounts and in your Palm profile—is untouched. Perform a full erase when you give your phone to somebody else and you don't want that person to be able to access your data. Also, before giving your phone to another person, you must manually delete all the apps you installed, because they reappear on your phone after a full erase (see "Delete an Application" on page 62). After a full erase, sign in to your Palm profile—this restores your Palm profile data and information from online accounts, but not your stored files such as pictures, videos, and music. You can also sign in to your Palm profile on a new phone and restore your data to the new phone.)

Run Quick Tests

If you are troubleshooting your device with a support agent, you can run Quick Tests to get diagnostic information. If you need more information after running Quick Tests, you can run one or more Interactive Tests (see “Run Interactive Tests” on page 184).

1. Open ***Device Info*** .
2. Tap ***More Info***.
3. Open the application menu and tap ***Quick Tests***.
4. Work with the support agent to view and report the test results.

Run Interactive Tests

If you are troubleshooting your device with a support agent and need more information after running Quick Tests (see “Run Quick Tests” on page 184), you can run one or more Interactive Tests.

1. Open ***Device Info*** .
2. Tap ***More Info***.
3. Open the application menu and tap ***Interactive Tests***.
4. Work with the support agent to run and view results from one or more tests.

Use Certificate Manager

Certificates are digital documents that are used to authenticate and exchange information on networks. Certificates can be issued for a user, a device, or a service.

Add a Certificate

You can install a certificate that is located in the USB drive storage on your phone. To copy a certificate into USB drive storage, see “Copy Files Between Your Phone and Your Computer” on page 81.

1. Open ***Device Info*** .
2. Tap ***More Info***.
3. Open the application menu and tap ***Certificate Manager***.

4. Tap and tap the certificate name.

View Certificate Details

Only user-installed certificates can be viewed.

1. Open ***Device Info*** .
2. Tap ***More Info***.
3. Open the application menu and tap ***Certificate Manager***.
4. Tap the certificate name.

Delete a Certificate

Only user-installed certificates can be deleted.

1. Open ***Device Info*** .
2. Tap ***More Info***.
3. Open the application menu and tap ***Certificate Manager***.
4. Tap the certificate and tap ***Delete Certificate***.

Language

You can set your phone display to any language available for the device.

1. Open ***Language*** .
2. Tap the language.
3. If a region list is displayed, tap the region.
4. Confirm you want to use the new language, or revert to the original language.

Your phone resets after you select a new language. You do not lose any data or applications from the reset.

Screen & Lock

Change Screen Brightness

1. Open ***Screen & Lock*** .
2. Under ***Screen***, tap, hold, and drag the ***Brightness*** slider to the preferred level.

Set the Interval for Turning the Screen Off Automatically

By default, your screen turns off after one minute of inactivity to save battery power. You can change this interval.

1. Open *Screen & Lock* .
2. In *Turn off after*, tap the number of seconds or minutes.

Change Your Wallpaper

Your wallpaper is the screen background in *Card view*. You can customize the wallpaper to show a favorite picture.

1. Open *Screen & Lock* .
2. Tap *Change Wallpaper*.
3. Do one of the following:
   - *Use an existing picture as the background:* Tap the album containing the picture, and tap the picture.
   - *Use a new picture as the background:* Tap *New Photo* and take the picture.
4. (Optional) Do either or both of the following:
   - To move the picture so a portion appears in the center, tap and hold the picture, then drag. (The portion in the onscreen box appears in the contact record.)
   - To zoom out or in on a part of the picture, pinch in or out on the picture.
5. Tap *Set Wallpaper*.

Turn Advanced Gestures On/Off

Turning on advanced gestures gives you two new gestures, previous and next, and also changes the way you make the back gesture.

- *New gestures:* The new previous gesture is a full swipe to the right across the entire length of the gesture area. The new next gesture is a full swipe to the left across the entire length of the gesture area. Use these gestures when you have several apps open and one app is displayed full-screen. By making the previous and next gestures you can move

among your open applications without first going to ***Card view***—you go from full-screen view to full-screen view of each app. The order of applications is determined by the order that you opened them or arranged them in ***Card view***.

- ***Change to back gesture:*** The back gesture still goes from right to left in the gesture area, but you must make a shorter swipe.

1. Open ***Screen & Lock*** .

2. In ***Switch Applications***, tap ***On*** or ***Off***.

Set Options for Unlocking the Screen

The screen locks five seconds after it turns off automatically, or immediately if you turn the screen off manually. Use Secure Unlock if you want to require a PIN or a password to unlock the screen.

Tip	*If your company issued your phone to you, check with your system administrator whether the company has its own settings for locking and unlocking the screen of your phone.*

1. Open *Screen & Lock* .
2. ***To turn Secure Unlock on:*** In ***Secure Unlock***, tap ***Simple PIN*** or ***Password*** and do one of the following:

   Simple PIN: Enter a four-digit PIN. (This is a PIN that you make up. Enter the PIN again to confirm.)

   Password: Enter a password containing any combination of letters and numbers. (Enter the password again to confirm.)

Important	*Be sure to write down your PIN or password and keep it somewhere safe. If you forget your PIN or password, you need to remotely reset your phone and may lose data (see "I have Screen Lock turned on, and I've forgotten my password" on page 269).*

3. (Optional) Under ***Notifications***, tap ***On*** or ***Off*** to set whether notifications are displayed when the screen is locked.
4. ***To turn Secure Unlock off:*** In ***Secure Unlock***, tap ***Off***. (Enter the PIN or password.)

Tip	*To change your PIN or password, in* Secure Unlock*, tap* Change PIN *or* Change Password*. Enter the old PIN/password and the new PIN/password.*

Sounds & Ringtones

Select System Sounds and Notifications

You can turn system sounds such as ringtones, transition sounds, and notifications on or off. You can also set the volume for system sounds.

Tip	*Sliding the ringer switch off turns off system sounds, regardless of the settings you select here.*

1. Open *Sounds & Ringtones* .

2. In ***Ringer Switch Off***, tap ***On*** or ***Off*** to set whether your phone vibrates when you slide the ringer switch off.
3. Under ***Ringer Switch On***, set any of the following:

   Ringtone: Select the ringtone for incoming calls (see "Select the Ringtone for Incoming Calls" on page 191). (Tap, hold, and drag the ***Ringtone Volume*** slider to set the ringtone volume.)

   System Sounds: Set whether to turn on systemwide sounds for general actions such as transitions. (Tap, hold, and drag the ***Volume*** slider to set the system sounds volume.)

   Vibrate: Set whether your phone vibrates as well as plays a ringtone when you slide the ringer switch on.

Select the Ringtone for Incoming Calls

The ringtone you select here applies globally to all incoming calls. You can also set a unique ringtone for a contact (see “Add a Ringtone to a Contact” on page 137).

1. Open ***Sounds & Ringtones*** .
2. Tap the displayed ringtone to open the full list of tones.
3. Tap a tone. (Tap to preview it.)
4. To set the ***Ringtone Volume***, tap, hold, and drag the slider.

Select a Song as a Ringtone

You can add the first few seconds of a song as the ringtone for your phone.

The ringtone you select here applies globally to all incoming calls. You can also set a unique ringtone for a contact (see “Add a Ringtone to a Contact” on page 137).

1. Open ***Sounds & Ringtones*** .
2. Tap the displayed ringtone.
3. Tap .
4. Tap to the right of a song title to preview it, or tap the song title to add it as your ringtone.
5. To set the ***Ringtone Volume***, tap, hold, and drag the slider.

Web and Data Services and Other Wireless Connections

Using Web and Data Services

In This Section

- Get Started With Data Services (page 196)
- Access Data Services (page 196)
- Use Sprint TV® (page 197)

Get Started With Data Services

With your Sprint service, you are ready to start enjoying the advantages of data services. To sign up for data services or to access complete instructions, visit *sprint.com*. For information on charges associated with the features of Sprint's data services, refer to your Sprint service plan.

Enable Data Services

The first time your activated Palm® Pre™ phone is turned on, a one-time setup process occurs automatically. You do not need to do anything. If the setup process fails, call Sprint Customer Service at 1-888-211-4727 from another phone for assistance.

Access Data Services

Data Services User Name

When you buy your phone and sign up for service, you're automatically assigned a user name, which is typically based on your name and a number followed by "@sprintpcs.com." (For example, the third John Smith to sign up for Sprint services might have jsmith003@sprintpcs.com as his user name.)

When you use data services, your user name is submitted to identify you to the Sprint National Network.

Your user name is automatically programmed into your phone. You don't have to enter it. When your phone is enabled with data services, your user name automatically appears on the ***Device Info*** screen.

To find your user name:

- Open ***Device Info*** and tap ***More Info***. (Your data services user name appears under ***NAI***.)

Data Services Symbols on Your Screen

When you are connected to data services, a data connection icon appears at the top of the screen. See “What Are All Those Icons?” on page 97 for a description of the various data connection icons.

Data Services Billing Information

See your service plan or contact Sprint for details on data services billing.

Use Sprint TV®

With ***Sprint TV®***, you can watch live TV on the go, right on your phone. Accessing your ***Sprint TV*** channels is as easy as using the remote control in your living room. Browse through the available free channels or subscribe to one of the premium offerings. Wherever you go on the Sprint National Network, you can get more out of your ***Sprint TV*** service.

1. Open ***Sprint TV*** .

2. Tap ***All Channels***, ***Live***, ***On Demand***, ***Premium Channels,*** or ***Sprint Radio*** to display a list of channels and programming.
3. Tap an item to play it.

Note	*The first time you access a channel that requires a subscription, you are prompted to purchase access. Tap* **Subscribe** *to purchase access.*

Your Email and Other Messages

In This Section

- Email (page 200)
- Messaging (page 217)

Email

How Do I Send and Receive Email on My Phone?

Use the Email application on your phone to access the many email accounts you have: company, ISP, and Web-based (like Gmail). The Palm® Synergy™ feature makes it easy to synchronize all data from an online account: By setting up a sync account for one app, synchronization of the other apps is automatically set up for you. For example, if you set up your Google contacts account in Contacts before you set up Gmail, when you first open Email, you find that your Gmail messages are already downloaded. And when you first open Calendar, you find that your Google calendar events are already in your phone's Calendar app.For email accounts that do not make use of the Synergy feature, you need to enter the settings for that account—such as username and password—directly in the Email application (see "Set Up Email" on page 201).

You can also use your phone's Web browser to view your Web-based email—just go to the email provider's website.

Merged Inboxes in Email

You can set up multiple email accounts on your phone. The Synergy feature displays all messages received from all of your accounts in a single merged inbox view. When you open Email, the merged inbox view is displayed by default.

If you reply to a message from this merged view, the message is sent from the same account in which it was received.

If you create a new message from the merged inbox, the message goes out using the account you set as the default account (see “Set Email Preferences” on page 215).

Set Up Email

Before You Begin	• *Before you use your phone to send or receive messages, check with Sprint for pricing and availability of email services and data rate plans.* • *Make sure your phone is on and you're inside a coverage area before you send or receive messages. If you want delivery of Microsoft Office Outlook® email using Microsoft Direct Push, make sure that your IT organization uses Exchange Server 2007, or Exchange Server 2003 with Service Pack 2.*

Set Up Email: Common Providers

Follow this procedure if you have a common email provider, for example, AOL, EarthLink, or Yahoo! If you are setting up the Email application to work with your corporate email account that uses Microsoft Exchange ActiveSync, see “Set Up Email: Microsoft Exchange ActiveSync

(EAS)" on page 203. If you have a less common email provider, see "Set Up Email: Other Providers" on page 204.

If the email account you set up takes advantage of the Synergy feature, then setting up email also synchronizes the provider's calendar and contacts.

1. Open *Email*.
2. The first time you open *Email*, do one of the following:

   - *If this is the first email account you are setting up:* Enter the email address and password and tap *Sign In*.
   - *If you have already set up an email account and want to set up another one:* Tap *Add An Account* and enter the email address and password. Tap *Sign In*.
3. Any other time you open *Email*, open the application menu, tap *Preferences & Accounts*, and tap *Add An Account*. (Enter the email address and password and tap *Sign In*.)
4. Tap *Add An Account* to add another account.

Set Up Email: Microsoft Exchange ActiveSync (EAS)

Follow this procedure to get email from a corporate EAS account.

Before You Begin	*Get this info from your email provider or system administrator:* • *Mail server name for receiving mail* • *Server domain name* • *Your username and password*

1. Open ***Email*** .
2. The first time you open ***Email***, do one of the following:

- ***If this is the first email account you are setting up:*** Enter your username and password, and tap ***Sign In***.
- ***If you have already set up an email account and want to set up another one:*** Tap ***Add An Account***. Enter your username and password, and tap ***Sign In***.

3. Any other time you open ***Email***, open the application menu, tap ***Preferences & Accounts***, and tap ***Add An Account***. (Enter your username and password, and tap ***Sign In***.)
4. In ***Mail Type***, tap ***POP*** to display the list of options, and then tap ***Exchange (EAS)***.
5. Verify the information in the other fields and change the info as needed based on the information you obtained from your email provider or system administrator.
6. Tap ***Sign In***.
7. Tap ***Add An Account*** to add another account.

Set Up Email: Other Providers

Follow this procedure to get email from an account that you have with an Internet service provider (ISP), a work account other than a Microsoft Exchange ActiveSync account), or any other IMAP or POP email account.

Before You Begin	*Get this info from your email provider or system administrator:* • *Account type (POP or IMAP)* • *Incoming and outgoing mail server names* • *Incoming mail server username and password* • *Incoming and outgoing server port numbers* • *Any SSL requirements for incoming and/or outgoing mail* • *Any authentication (ESMTP) requirements for outgoing mail* • *Root folder (IMAP accounts only)*

1. Open ***Email***.
2. The first time you open ***Email***, do one of the following:

   - ***If this is the first email account you are setting up:*** Enter your username and password, and tap ***Sign In***.
   - ***If you have already set up an email account and want to set up another one:*** Tap ***Add An Account***. Enter your username and password, and tap ***Sign In***.
3. Any other time you open ***Email***, open the application menu, tap ***Preferences & Accounts***, and tap ***Add An Account***. (Enter your username and password, and tap ***Sign In***.)

Tip	*You can jump to the account settings entry screen directly from the first screen you see when you open Email. Open the application menu and tap* Manual Setup.

4. Verify the information in the other fields and change the info as needed based on the information you obtained from your email provider or system administrator.
5. Tap ***Sign In***.

Enter Advanced Account Settings

1. Open ***Email*** .
2. Open the application menu and tap ***Preferences & Accounts***.
3. Tap the account name.
4. Set any of the following:

Account Name: Enter the name that appears in the account list.

Full Name: Enter the name you want to appear in the ***From*** field for messages you send.

Show Notification: Set whether a notification appears onscreen when a new message arrives

Play Sound: Set whether a sound plays when a new message arrives.

Vibrate: Set whether your phone vibrates when a new message arrives.

Signature: Set whether you want to add signature text to outgoing messages (see “Add a Signature to Outgoing Messages” on page 214 for more information).

Reply-to Address: Enter the address you want recipients to see and reply to on your outgoing messages, if this is different from your actual email address.

Sync deleted emails (POP accounts only): Set whether messages should be deleted on the server when you delete them on your phone.

Show Email: Set how many days' worth of messages to retrieve from the server.

Get Email: Set how frequently to synchronize email for this account.

Default Folders (IMAP accounts only): Specify the folder where messages you send, save as drafts, or delete are stored.

Remove Account: See "Delete an Email Account" on page 207.

Change Login Settings: See "Edit an Email Account" on page 207.

Edit an Email Account

When you change your password for an online email account, remember to make the change in the account settings on your phone also.

1. Open ***Email***.
2. Open the application menu and tap ***Preferences & Accounts***.
3. Tap the account name.
4. Tap ***Change Login Settings*** and tap the relevant fields to change the account information.

Delete an Email Account

When you delete an email account from your phone, it removes the account information from your phone only. It does not affect your account with the email provider.

1. Open ***Email***.
2. Open the application menu and tap ***Preferences & Accounts***.
3. Tap the account name.
4. Tap ***Remove Account*** and tap ***Remove Email Account***.

Create and Send an Email Message

1. Open ***Email*** .
2. If this is the first time you have opened the ***Email*** application, and you have set up at least one email account, tap ***Done***. (If you have not set up an email account, see “Set Up Email” on page 201.)
3. Tap .

4. Tap ***From*** to change the email account you are using to send the message. (This option appears only if you have more than one email account set up on your phone.)
5. In the ***To*** field, do one of the following to address the message:
   - Enter a contact name, initials, or email address. (Tap the email address when it appears.)
   - Tap to open the full contact list. (Tap the contact you want, or enter a name or address to narrow the list.)
   - Enter the full email address for a recipient who is not a contact.
6. (Optional) Tap ***To*** to open the Cc and Bcc fields, and enter an address.
7. (Optional) Repeat steps 5 and 6 to enter additional addresses.

8. Enter the subject, press ***Enter*** , and enter the body text.
9. (Optional) To set the priority for the message, open the application menu and tap ***High priority*** or ***Normal priority***.
10. Tap .

Add Attachments to a Message

1. While composing a message, tap .
2. To locate a file, do the following:
   - Tap an icon at the bottom of the screen to search for pictures, videos, music files, or documents.
   - Enter the file name.

Tip	*To take a new picture to send as an attachment, tap the photo icon at the bottom of the screen and tap* New Photo.

3. Tap the file name.
4. Repeat steps 1–3 to attach other files.

Save a Message as a Draft

- While composing a message, open the application menu and tap ***Save as draft***.

Receive Email Messages

The Email application synchronizes messages anytime you open a mail folder. It also synchronizes messages on an automatic schedule—the default interval is every 30 minutes (see “Enter Advanced Account Settings” on page 206 for information on changing the interval).

Follow these steps to manually retrieve messages.

1. Open ***Email*** .
2. If the folders for the account you want are hidden, tap to display the folders.

3. Tap the folder you want to check messages for, and tap .
4. Tap a message to open it.

Email
9:19
Tom Washington Jr
To:
one other question
Did you get a chance to talk to Rosa about tomorrow?
Windows Live Groups: Create an online spot for your favorite groups to meet. Check it out.

5. Tap or to view the previous or next message.
6. To view messages for another account, make the back gesture (see "Go Up One Level in an App (Back Gesture)" on page 55) to return to the account list, and tap the account name.

Open Attachments

You can receive any kind of file sent to you, but you can only open an attachment if the Email application can open the file type

- ***To open a single attachment:*** Tap the name to open the attachment. For large attachments, tap the name to fully download the attachment, and tap the name again to open the attachment.

- *To open multiple attachments:* Tap the list of attachment names to view the attachments, and tap an individual attachment name to open it.

Save Attachments

When you open attachments of certain file types, you can save them to your phone so you can view them later in one of your phone's applications. You can save pictures in JPG format directly from the email message; for other file types, use the application menu to save the attachment.

1. Open the attachment (see "Open Attachments" on page 210).
2. Do one of the following:
   - *For pictures:* Tap *Copy To Photos*.
   - *For other file types:* Open the application menu and tap *Save As*. (If the attachment does not open in an application that has a Save As menu command, you cannot save the attachment.)
3. To open a saved attachment on your phone, open the application that can display the attachment. (The attachment appears in the list of available files.)

Add a Contact From an Email Message

You can add a contact name or email address to your Contacts list directly from the ***To***, ***Cc***, or ***Bcc*** field of an incoming email message. You can either create a new contact or add the information to an existing contact.

1. In a message you've received, tap the name or email address.
2. Tap ***Add To Contacts***.
3. Tap one of the following:

   Save As New: Create a new contact for the name or address.

   Add To Existing: Tap the contact you want to add the name or address to.

View a Contact From an Email Message

- In a message you've received from a contact, tap the name to open the contact entry.

Reply to a Message

1. Open a message.
2. Tap one of the following:

   : Reply to just the sender.

   : Reply to the sender and all other addressees.
3. Enter the reply message text and tap .

Forward a Message

1. Open a message and tap .
2. Address the forwarded message (see "Create and Send an Email Message" on page 208).
3. Enter the forwarded message text and tap .

Move a Message to Another Folder

1. Open a message.
2. Open the application menu and tap ***Move to folder.***
3. Tap the folder you want.

Mark a Message as Read or Unread

1. Open a message.
2. Open the application menu and tap ***Mark as read/unread***.

Flag or Unflag a Message

1. Open a message.
2. Open the application menu and tap ***Set flag*** or ***Clear flag***.

Show or Hide Message Header Details

1. Open a message.
2. Tap a recipient name to show details. (Tap again to hide details.)

Delete a Message

Deleting a message moves it to your deleted items folder, so it's still on your phone. Depending on your email account, this folder is called Deleted Items, Deleted, Trash, or something else.

If you accidentally delete a message, you can move it back to the original folder (see "Move a Message to Another Folder" on page 213). To remove a message from your phone permanently, delete it from the original folder, and then delete it from the deleted items folder.

Tip	*If you change the folder where you store deleted messages (see "Enter Advanced Account Settings" on page 206), deleting messages from that folder removes them from your phone.*

Do one of the following:

- *In the message list:* Throw the message off the side of the screen.
- *In an open message:* Tap .

Add a Signature to Outgoing Messages

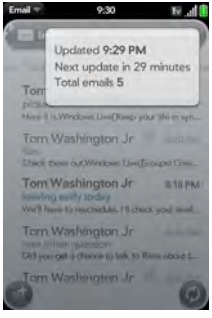
A signature includes information you want to add to the closing of all your outgoing messages—for example, your name, address, and phone numbers; your website; or a personal motto. You can use a different signature for each email account.

1. Open ***Email*** .
2. Open the application menu and tap ***Preferences & Accounts***.
3. Tap the account you want.
4. Tap the ***Signature*** field and enter the signature text.

View Mail Folders

1. Open ***Email*** . (This opens the merged folders view.)
2. Do any of the following:
   - *View all folders for an account:* Tap .

- *Open a folder:* Tap the folder name.
- *View folder information such as last sync and number of messages:* Open the folder, and then tap the folder header.



Add a Folder as a Favorite

Favorites appear at the top of the merged folders view.

- Tap ☆ to the right of the folder name.

Set Email Preferences

1. Open *Email* ✉.
2. Open the application menu and tap *Preferences & Accounts*.

3. Set any of the following:

Smart Folders: Set whether to include ***All Inboxes*** and/or ***All Flagged*** messages in the Smart Folders list at the top of the merged folders view.

Accounts: Tap an account name to enter advanced settings (see "Enter Advanced Account Settings" on page 206).

Default Account: Tap the account shown to set another account as the default. The default account is used to send a message if you create a new message in a merged folder view such as ***All Inboxes*** or ***All Flagged***. If you have only one email account on your phone, the Default Account preference is not displayed.

Add An Account: See "Set Up Email" on page 201.

Reorder Accounts

1. Open ***Email***.
2. Open the application menu and tap ***Preferences & Accounts***.
3. Tap and hold the account name, and drag the account up or down. (This changes the order of the accounts in Account view.)

Reply to Meeting Invitations

You can receive meeting invitations on your phone in the same way that you receive email messages. You cannot create meeting invitations on your phone.

- Tap an invitation to open it, and tap whether to accept, tentatively accept, or decline the invitation.

Here are the key features of meeting invitations:

- Meeting invitations appear on your phone in the Email application, not in the Calendar application.
- From within the Email application, you can accept, decline, or tentatively accept a meeting invitation.
- If you accept or tentatively accept an invitation, it appears as an event in Calendar.
- You can reply to and forward meeting invitations in the same way as email messages.

Tip	*If you receive an updated meeting invitation, you can again choose to accept, decline, or tentatively accept. If you receive a meeting cancellation, you don't need to do anything.*

Send Email Messages From Within Another Application

Use the share option in any application that supports this feature to send an item as an attachment to an email message. Share is supported in the Photos, Doc View, and PDF View applications, among others. For details, see the chapter on the specific application.

Messaging

What Kinds of Messages Can I Send and Receive?

You can use the Messaging application to send and receive the following types of messages:

- Text messages (see "Create and Send a Text or Multimedia Message" on page 220).

- Multimedia messages, if your service plan includes multimedia messaging (see “Create and Send a Text or Multimedia Message” on page 220).
- Instant messages for an IM account you already have set up online (see “Set up an Instant Messaging (IM) Account” on page 223).

The Synergy feature enables the Messaging app to gather all of your text, multimedia, and instant messages to and from the same contact or phone number into a single conversation (sometimes called a thread). So you can see your entire message history with a person regardless of the different accounts you happened to use to communicate with that person (see “Work With Conversations” on page 218). You can even switch from account to account without losing the thread of your conversation (see “Switch Between Messaging Accounts in a Conversation” on page 219)—just pick the messaging account that’s most likely to keep you in unbroken contact with the person you’re talking to.

Work With Conversations

When you exchange more than one message with a person, the messages are grouped into a conversation. A single conversation can contain text, multimedia, and IM messages. When you start or continue a conversation, the upper part of the conversation displays all messages you’ve exchanged with this person, and the lower part provides the area where you type your next message.

You can carry on multiple conversations at the same time.

1. Open ***Messaging*** .
2. Do one of the following:
   - ***Start a new conversation:*** Create a message (see “Create and Send a Text or Multimedia Message” on page 220 or “Send and Receive IM Messages” on page 225), or tap a message and reply to it.
   - ***Continue an existing conversation:*** Tap the conversation.
3. Enter your message.
4. Tap .

Switch Between Messaging Accounts in a Conversation

In a single conversation, you can switch between text/multimedia messaging and an IM account. So if you are having an IM chat with someone and he or she goes offline, you can send the person a text message to wrap up the conversation. You can also switch between different phone numbers for sending a text message to a person.

1. Start or open a conversation.
2. Tap ***Text*** or an IM account name in the upper-right corner of the screen, and tap the account or phone number you want to use.

Switch Between Conversations View and Buddy List View

Conversations view lists all of your Messaging conversations. Buddy List view lists all of your IM buddies.

1. Open ***Messaging***.
2. For Conversations view, tap ***Conversations***. (For Buddy List view, tap ***Buddies***.)

3. In ***Buddy List*** view, tap to expand a buddy list. (Tap a buddy name to contact that person.)

Create and Send a Text or Multimedia Message

Each text message can have up to 160 characters. If you send a text message to an email address, the email address is deducted from the 160-character count.

Multimedia messages consist of both text and pictures. You can include pictures in JPG format. Outgoing multimedia messages can be up to 600KB.

Did You Know?	*You can send and receive text messages even while you are on a phone call. This is easiest when using a hands-free headset or the speakerphone.*

Before You Begin	• *Before you use your phone to send or receive multimedia messages, refer to your service plan for pricing and availability of multimedia messaging services.* • *Make sure that your phone is on and that you're inside a coverage area (see "Turn Wireless Services On" on page 23).*

1. Open ***Messaging*** .
2. The first time you open ***Messaging***, tap ***Done*** to send a text or multimedia message. (You can also set up an instant messaging (IM) account from this screen. Tap ***Add An Account*** and see "Set up an Instant Messaging (IM) Account" on page 223 for instructions.)
3. Tap . (The cursor is in the ***To*** field.) Do one of the following to address the message:
   - Enter a contact first or last name or initials, screen name, phone number, or email address. (Tap the phone number when it appears.)
   - Tap to open your full contact list. (Tap the contact you want, or enter a name or address to narrow the list.)
   - Enter a phone number for a recipient who is not a contact.

Tip	*Do you need to enter a short code that contains letters? Use the keyboard to enter it; just press the letter keys. For example, if the code is "win01," press* **W** *to enter w,* **I** *to enter i, and so on. No need to figure out the numbers that correspond to the letters.*

4. Tap the ***To*** field and repeat step 3 to enter additional recipients.
5. Do one of the following to attach a picture to a multimedia message:
   - ***Before entering the message text:*** Tap . (Tap the album containing the picture you want and tap the picture, or tap ***New Photo*** and take the picture.)
   - ***After entering the message text:*** Open the application menu and tap ***Add picture***. (Tap the album containing the picture you want and tap the picture, or tap ***New Photo*** and take the picture.)
6. Enter the message text and tap .

Receive and View Text and Multimedia Messages

You can view pictures and videos and listen to music files included in a multimedia messages. You can save pictures in JPG format to your phone for viewing in the ***Photos*** application.

1. Open *Messaging* .
2. Tap a conversation to view messages.
3. In a multimedia message, tap a file name to view the attached file. (Tap *Copy Photo* to save an attached picture.)

Add a Contact From a Message

1. In a conversation, tap the header of a message received from someone who is not a contact.
2. Tap *Add To Contacts*.
3. Tap one of the following:

   Save As New: Create a new contact for the name or address.

   Add To Existing: Tap the contact you want to add the name or address to.

View a Contact's Information From a Message

- In a conversation, tap the header of a message received from a contact to open the contact entry.

Dial a Number From a Message

- Tap a phone number.

Delete a Message

1. In a conversation, throw the message off the side of the screen.
2. Tap *Delete* to confirm.

Delete a Conversation

1. In *Conversations view*, throw the conversation off the side of the screen.
2. Tap *Delete* to confirm.

Set up an Instant Messaging (IM) Account

To use an IM account on your phone, you must already have the account online—such as a GoogleTalk IM account. If you have an IM account with a provider that takes advantage of the Synergy feature, that IM account is automatically added to your phone when you enter your username and password for that provider in Email, Calendar, or Contacts.

1. Open ***Messaging*** .
2. Do one of the following:
   - ***The first time you open Messaging:*** Tap ***Add An Account***.
   - ***Any other time:*** Open the application menu and tap ***Preferences & Accounts***. (Tap ***Add IM Account***.)

3. Tap the account type and enter your username and password.
4. Tap ***Sign In***.

Sign In to an IM Account

1. Open *Messaging*.
2. Tap *Buddies*.

3. Tap to the left of *Offline*, and tap *Available*.

Sign Out of an IM Account

1. Open *Messaging*.
2. Tap *Buddies*.
3. Tap to the left of your online status (*Available* or *Busy*), and tap *Sign off*.

Send and Receive IM Messages

Before You Begin	*Make sure that your phone is on and that you're inside a coverage area (see "Turn Wireless Services On" on page 23).*

1. Open ***Messaging***.
2. Do one of the following to start or continue a conversation:
   - In ***Conversations view*** or ***Buddy List view***, tap to start a new conversation.
   - In ***Conversations view***, tap an existing conversation and enter a new message.
   - In ***Buddy List view***, tap a buddy name and enter a new message.
3. Tap ***Text*** or an IM account icon in the upper-right corner of the screen, and tap the IM account you want to use.
4. Enter the message text and tap .
5. When the message recipient replies, the reply appears below your message in ***Conversations view***. (Repeat step 4 to send another message.)

Change Your Online Status

1. Open ***Messaging***.
2. Tap ***Buddies***.
3. Tap to the left of your current status, and tap your new status.

Change Your Custom Message

Your custom message is seen by your IM buddies. It appears next to your IM screen name and status. It can contain any text you want.

1. Open ***Messaging***.
2. Tap ***Buddies***.

3. Do one of the following:
   - *If you already have a custom message:* Tap the current message and enter the new message text.
   - *If you're creating a custom message for the first time:* Tap the status text (***Available***, ***Busy***, and so on) and enter the custom message text.

Change Your IM Account Username or Password

If you change the username or password for your IM account online, you need to enter the updated information for the account on your phone.

1. Open ***Messaging***.
2. Open the application menu and tap ***Preferences & Accounts***.
3. Tap the account name.
4. Enter the new information and tap ***Sign In***.

Delete an IM Account

1. Open ***Messaging***.
2. Make sure you are signed out of any IM accounts (see "Sign Out of an IM Account" on page 224).
3. Open the application menu and tap ***Preferences & Accounts***.
4. Tap the account name.
5. Tap ***Remove Account***.

Turn Messaging Notifications On or Off

You can set your phone to show a notification and/or play a sound when a new message arrives. These settings apply to all your Messaging accounts.

1. Open ***Messaging***.
2. Open the application menu and tap ***Preferences & Accounts***.

3. Turn either of the following new message notifications on or off:

Show Notifications

Play Sounds

Your Connections to the Web and Wireless Devices

In This Section

- Wi-Fi (page 230)
- Location Services (page 236)
- Web (page 237)
- Google Maps (page 246)
- Sprint Navigation (page 247)
- Bluetooth® Wireless Technology (page 249)

Wi-Fi

What Is a Wi-Fi Connection?

Many environments, such as corporate offices, coffee shops, airports, and libraries, offer access to a Wi-Fi network. A Wi-Fi network is a wireless local area network (WLAN). Your phone supports W-Fi connectivity based on the 802.11 standard (802.11b and 802.11g), with WPA, WPA2, WEP, and 802.1x authentication. A Wi-Fi access point, also called a hotspot, is a network device with an antenna that provides wireless connections to a larger network. When you're within range of an accessible Wi-Fi network, you can use your phone's Wi-Fi feature to connect to that network and access the Web.

Why Use a Wi-Fi Connection?

A Wi-Fi connection is especially helpful in the following situations:

- You're outside a coverage area and you want to access the Web.
- You want to maintain a Web connection while talking on the phone.
- You're inside a coverage area, but outside of a Sprint Mobile Broadband coverage area. (A Wi-Fi connection may provide faster throughput than a Sprint 1xRTT data connection.).

Are There Different Kinds of Wi-Fi Networks?

There are two types of Wi-Fi networks:

- *Open networks:* These networks broadcast their name (SSID) and do not require you to enter a password or other settings. To learn how to connect to an open network for the first time, see "Connect to a New Open Network" on page 232.

- ***Secure networks:*** These networks may broadcast their name, but at the very least, they require you to enter a password that you get from an administrator (who may be, for example, the librarian or the person behind the counter at the coffee shop). You may also have to get other network settings from the system administrator. To learn how to connect to a secure network for the first time, see “Connect to a New Secure Network” on page 233.

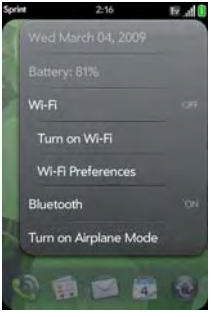
To connect to either type of network after the first time, see “Connect to a Previously Used Network” on page 234.

Turn Wi-Fi On and Off

Do one of the following:

- Open ***Wi-Fi*** , and tap ***On*** or ***Off***.

- *From any screen:* Open the connection menu, tap *Wi-Fi*, and tap *Turn on Wi-Fi* or *Turn off Wi-Fi*.



If your phone finds the network you want, tap the network name to connect to it. Otherwise, see "Connect to a New Open Network" on page 232 and "Connect to a New Secure Network" on page 233.

Connect to a New Open Network

For an explanation of open networks, see "Are There Different Kinds of Wi-Fi Networks?" on page 230.

Some locations, such as airports or coffee shops, provide an open network but charge a fee to use it. After you connect your phone to the network, you need to open the Web browser and register with the Wi-Fi service provider before you can check email or browse the Web.

1. Open *Wi-Fi* .
2. Make sure Wi-Fi is on (see "Turn Wi-Fi On and Off" on page 231).
3. Do one of the following:
   - *If the network you want is displayed:* Tap the network name.
   - *If the network you want is not displayed:* Tap *Join network* and enter the network name. (Make sure *Open* is displayed in the *Security* field, then tap *Connect*.)

Tip	*You can also open Wi-Fi by opening the connection menu, tapping* **Wi-Fi**, *and tapping* **Wi-Fi Preferences**.

Connect to a New Secure Network

For an explanation of secure networks, see “Are There Different Kinds of Wi-Fi Networks?” on page 230

1. Open ***Wi-Fi*** .
2. Make sure Wi-Fi is on (see “Turn Wi-Fi On and Off” on page 231).
3. Do one of the following:
   - ***If the network you want is displayed:*** Tap the network name, enter your ***Username*** and/or ***Password***, and tap ***Sign In***. (You’re done.)
   - ***If the network you want is not displayed:*** Tap ***Join network*** and enter the network name. (Follow steps 4 to 7.)

4. Tap the ***Security*** field, and then tap the network type: ***Open***, ***WPA-personal***, ***WEP***, or ***Enterprise***.
5. Tap ***Connect***.

6. A series of different screens appears depending on the network type. Enter or select the following if you are prompted to do so:

   Username and/or *Password*.

   Certificate

7. Tap *Sign In*.

Connect to a Previously Used Network

- *If Wi-Fi is turned off:* Turn on Wi-Fi (see "Turn Wi-Fi On and Off" on page 231). Your phone automatically attempts to connect to a previously used network, starting with the most recently used network.
- *If Wi-Fi is turned on but you are not connected to a network:* Your phone automatically attempts to connect to a previously used network, starting with the most recently used network.
- *If you are connected to one network and want to use a different one:* Open *Wi-Fi* . Tap another network name.

Disconnect From a Network

When you disconnect from a network, you can keep it on your list of known networks so that your phone can automatically connect to it again. If you remove the network from your list of known networks, however, you must reconnect to the network. Follow the steps in "Connect to a New Open Network" on page 232 or "Connect to a New Secure Network" on page 233 to connect to the network again.

- *To disconnect from a network but keep it on your list of known networks:* Turn off Wi-Fi (see "Turn Wi-Fi On and Off" on page 231). (This disconnects from the network.)
- *To disconnect from a network and remove it from your list of known networks:* Open *Wi-Fi* . (Tap the network name, and tap *Forget Network*.)

Customize Connection Settings

Do not change Wi-Fi settings unless you are having trouble connecting to a network.

Before You Begin	*You must be connected to the network you want to customize (see "Connect to a New Open Network" on page 232, "Connect to a New Secure Network" on page 233, or "Connect to a Previously Used Network" on page 234).*

1. Open ***Wi-Fi*** .
2. Tap the network name.
3. In ***Automatic IP settings***, tap ***On*** or ***Off***.

   When Automatic IP settings are on: The IP address is automatically and dynamically configured.

   When Automatic IP settings are off: You can manually configure the IP address.
4. If you turned automatic IP settings off, enter any of the following:

   IP Address

   Subnet Address

   Gateway

   DNS Server: addresses (#1 and #2)
5. Tap ***Done***.

Location Services

Location Services provide information about your location to applications, such as Google Maps or Sprint Navigation, that request it. For example, Sprint Navigation may use your location information if you need driving directions.

1. Open ***Location Services*** .
2. The first time you open Location Services, tap ***Next*** and do the following:
   - Review the terms of use.
   - If you decide not to allow anonymous data collection, tap the checkmark to remove it.
   - Tap ***Agree*** or ***Don't Agree***.
3. Decide whether to enable auto locate, or whether you want to be asked each time an application needs to know your location. (Tap ***Enable Auto Locate*** or ***Ask Each Time***.)
4. To change settings after you accept the terms of use, tap ***On*** or ***Off*** for any of the following:

- ***Auto Locate:*** If you turn Auto Locate off and an application subsequently needs to know your location, a notification appears asking if the application can identify your location. (Tap ***Allow*** to turn on Location Services for that session only.)
- ***Use GPS:*** Turn on this feature to provide GPS location information to applications that request it.
- ***Geotag Photos:*** If Geotag Photos is turned on, photos are tagged with the latitude and longitude coordinates of the location in which they were taken.
- ***Background Data Collection:*** Turn on Background Data Collection to provide aggregate location data to applications that improves the accuracy of your location information.

Web

Go to a Website

The Web browser on your phone is capable of displaying most Web content. The browser features the latest Web standard technologies such as HTML 4.01, CSS 2.1, Ajax, and JavaScript. It does not support plug-ins such as Flash or Java applets.

1. Open ***Web***.
2. Enter the address of the page. (You don't need to enter the prefix ***http://www.***)

If the page appears in the list of viewed pages, tap it to go there again. (If not, press ***Enter***.)

Did You Know?	*If you browse to a secure Web page, the lock icon in the address line appears closed.*

3. To cancel a page while it is loading, tap .

Go to a Website Using Search

You can also search the Web from the ***Launcher*** or ***Card view*** (see "Search to Find Info and Make Calls" on page 71).

1. Open *Web* .

2. Enter the search term and tap a search option.

Open Another Browser

If you are looking at one Web page and need to check something on a different one, simply open another browser.

- Open the application menu and tap ***New card***. (Enter the address or search term for the second Web page. To move between the two pages, press ***Center*** to display ***Card view***. Tap one Web page and then the other to go between the two.)

Navigate a Web Page

- ***Move back through previously viewed pages:*** .
- ***Move forward through previously viewed pages:*** .
- ***Refresh the current page:*** Tap .
- ***Scroll a page:*** Swipe up or down on the screen.
- ***View a Web page in landscape mode:*** Turn the phone on its side. When the display is in landscape mode, you can swipe up and down on the gesture area to scroll up and down a page.

- ***Zoom into or out of a page:*** Pinch out or in on the page. (Or double-tap the page.)
- ***Zoom into a column of a Web page:*** Double-tap the page to center a column and enlarge it. To zoom out to see the whole page again, keep double-tapping.
- ***Pan a page:*** Tap, hold, and drag the page.
- ***Enter information in a form:*** Tap the form field. (Enter or select information and press ***Enter*** .)
- ***Share a Web address as a link:*** Open the application menu, tap ***Page***, and tap ***Share***. (Create the email message.)
- ***Display the address bar:*** Start typing a search term or Web address, or scroll to the top of the page.

Add a Web Page to the Launcher

Add any Web pages you visit frequently to the Launcher so you can access them in a few taps.

1. Open page you want to add to the Launcher.
2. Open the application menu, tap ***Page***, and tap ***Add to Launcher***.

3. Enter any of the following:

   Icon: Tap the currently displayed page icon thumbnail. (Then tap, hold, and drag the Web page to use a different portion of the page as the ***Launcher*** icon. You can zoom into or out of the page while selecting the portion you want to use. The portion that appears in the white square is used as the icon. Tap ***Done***.)

   Title: See “Text Selection Gestures” on page 49 for useful gestures if you want to edit the page title.

   URL: Enter or edit the URL for the page, for example, change the URL to the home page of a site instead of a drill-down page within the site.

4. Tap ***Add To Launcher***.

The page now appears as an icon on the ***Launcher***. Tap the icon to open the page.

Create a Bookmark

1. Open page you want to bookmark.
2. Open the application menu and tap ***Add Bookmark***.

3. Enter any of the following:

   Icon: Tap the currently displayed bookmark icon. (Then tap, hold, and drag the Web page to use a different portion of the page as the bookmark icon. You can zoom into or out of the page while selecting the portion you want to use. The portion that appears in the white square is used as the icon. If you add the bookmark to the ***Launcher***, the icon is used as the ***Launcher*** icon. Tap ***Done***.)

   Title: See "Text Selection Gestures" on page 49 for useful gestures if you want to edit the bookmark title.

   URL: Enter or edit the URL for the bookmark, for example, change the URL to the home page of a site instead of a drill-down page within the site.

4. Tap ***Add Bookmark***.

The first 12 bookmarks you create become thumbnails on the start page of the Web app.

Open a Bookmarked Page

Do one of the following:

- From the start page when you open the browser, tap a thumbnail.
- While navigating a website, or to open a bookmark that does not appear as a thumbnail on the start page, open the application menu and tap ***Bookmarks***. (Then tap a bookmark.)

Edit, Reorder, or Delete a Bookmark

1. Open the application menu and tap ***Bookmarks***.

2. Do one of the following:
   - ***Edit:*** Tap ⓘ to the right of the bookmark name. (Enter the new icon, title, or URL, and tap ***Save Bookmark***.)
   - ***Reorder:*** Tap, hold, and drag the bookmark.
   - ***Delete:*** Throw the bookmark off the side of the screen and tap ***Delete***.

Return to Previously Viewed Web Pages

1. Open the application menu and tap ***History***.

2. Scroll to the page name and tap the page.

You can also search for a recently viewed page by entering a term or address in the address bar that matches the page name or address.

Use Links on a Web Page

- ***To follow a link to another page:*** Zoom in on the page (pinch out or double-tap the page), and tap the link.
- ***To dial a phone number that appears as a link:*** Tap the link to display the dial pad with number entered, and tap .

Customize Web Browser Settings

1. Open *Web* .
2. Open the application menu and tap *Preferences*.

3. Set any of the following:

   Block Popups: Prevents websites from opening up new browser windows.

   Accept Cookies: Tap *Yes* to allow cookies from any website you view, even if you are redirected to a site from another site.

   JavaScript: Turning off JavaScript may prevent some websites from functioning properly.

   Clear History: Deletes your browsing history.

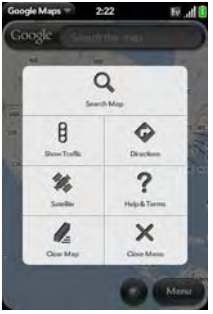
   Clear Cookies: Deletes cookies used by some websites to remember visiting history and user settings.

   Clear Cache: Deletes any Web page content that has been stored in the local cache.

   This ensures that you are viewing the most current content when you visit a Web page.

Google Maps

1. Open *Google Maps* .
2. Tap *Menu*.



In Google Maps, use these icons to do the following:

- ***Search Map:*** Search for a location.
- ***Show Traffic:*** View local traffic conditions.
- ***Directions:*** Get directions.
- ***Satellite:*** View a satellite photo of the map area.
- ***Help & Terms:*** Get help.
- ***Clear Map:*** Clear the current map.
- ***Close Menu:*** Close the Google Maps menu.

Sprint Navigation

You can use Sprint Navigation to get driving directions, check traffic conditions, and search for services.

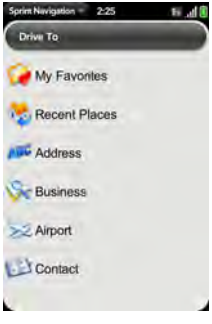
Sign In to Sprint Navigation

The first time you use Sprint Navigation, you are asked to sign in.

1. Open *Sprint Navigation* .
2. If prompted, tap *Accept* to turn on *Location Services*.
3. Review the terms of use and tap *Accept* or *Decline*.
4. Enter your first name, last name, and email address (your email address is optional).
5. Tap *Continue*.

Get Directions

1. Open *Sprint Navigation* .
2. Tap *Drive To*.



3. Tap any of the following:
   - *My Favorites:* Tap to add an address.
   - *Recent Places:* View directions to places you visited recently.
   - *Address:* Search for directions to a specific street address, intersection, or city.
   - *Business:* Search for a business address.
   - *Airport:* Get directions to an airport.
   - *Contact:* Get directions to a contact's address.

Search for a Service

1. Open *Sprint Navigation*.

2. Tap *Search*.
3. Tap the *Search Near* field and tap where you want to base your search.
4. Tap the *Category* field and tap the type of service you are looking for.
5. Tap *Search*.

Get Your Location and Local Traffic Information

1. Open *Sprint Navigation* .
2. Tap *Map & Traffic*.
3. Use these icons to do the following:

View traffic information.

See your current location.

View the map in 3D.

Return to the Sprint Navigation menu.

Bluetooth® Wireless Technology

What Is Bluetooth® Wireless Technology?

With the Bluetooth® wireless technology on your phone, you can connect to a number of Bluetooth devices, including a hands-free device such as a headset or car kit (see “Set Up and Use a Bluetooth® Hands-Free Device” on page 100).

Before you can connect to another Bluetooth device, you need to pair with that device. You can either make the pairing request from your phone (see “Make a Pairing Request to Another Device” on page 250), or accept a pairing request from the other device (see “Accept a Pairing Request From Another Device” on page 251).

Turn the Bluetooth Feature On/Off

Do one of the following:

- Open *Bluetooth* , and tap *On* or *Off*.
- *From any screen:* Open the connection menu, tap *Bluetooth*, and tap *Turn on Bluetooth* or *Turn off Bluetooth*.

Make a Pairing Request to Another Device

Before You Begin	*The other device must be discoverable to appear on your phone's* **Devices** *list. Check the documentation that came with the other device for information on making it discoverable.*

You can make a pairing request to a Bluetooth audio device such as a headset, car kit, or A2DP device.

1. Open ***Bluetooth*** .
2. Make sure Bluetooth is on (see "Turn the Bluetooth Feature On/Off" on page 249).

3. Tap ***Add device*** and tap the device name on the list of available Bluetooth devices.
4. If a passkey is not required, pairing is complete when the ***Devices*** list appears. (If a passkey is required, tap ***Yes, allow***.)
5. Do one of the following:
   - ***An automatically generated passkey appears on the passkey screen:*** Check the other device screen to verify that the passkey is correct, and tap ***Yes, connect*** to connect.

- ***The screen displays a passkey generated by your phone:*** Enter the displayed passkey on the other device.
- ***The screen prompts you to enter a passkey:*** Check the documentation that came with the other device to see if there's a required passkey. (If so, enter that passkey on your phone. If not, make up a passkey and enter it on both devices.)

Tip	*You can also open the Bluetooth app by opening the connection menu, tapping* **Bluetooth***, and tapping* **Bluetooth Preferences**.

Accept a Pairing Request From Another Device

Note	*Your phone is only discoverable when the Bluetooth app is open, the app windows is maximized, and Bluetooth is turned on. If you move away from the Bluetooth app, minimize the app to a card, or turn off the screen, your phone is no longer discoverable.*

1. Open ***Bluetooth*** .
2. Make sure Bluetooth is on (see "Turn the Bluetooth Feature On/Off" on page 249).
3. Initiate a pairing from the other device.
4. When the connection request appears, tap ***Yes, allow***.
5. If a passkey is not required, pairing is complete when the ***Devices*** list appears. If a passkey screen appears, do one of the following:
   - ***An automatically generated passkey appears on the passkey screen:*** Check the other device screen to verify that the passkey is correct, and tap ***Yes, connect*** to connect.
   - ***The screen displays a passkey generated by your phone:*** Enter the displayed passkey on the other device.

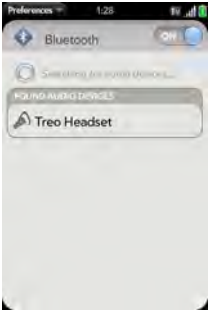
- *The screen prompts you to enter a passkey:* Check the documentation that came with the other device to see if there's a required passkey. (If so, enter that passkey on your phone. If not, make up a passkey and enter it on both devices.)

Connect With a Paired Device

After you pair with a device, you can connect to that device without having to go through the pairing process again.

Note	*To connect with a paired computer, you must initiate the connection from the computer. See the computer documentation for instructions.*

1. Open ***Bluetooth*** .



2. Make sure Bluetooth is on (see "Turn the Bluetooth Feature On/Off" on page 249) and tap the device name.

Disconnect From a Device

Disconnecting from a device does not mean you delete the relationship you created between the device and your phone. See “Connect With a Paired Device” on page 252 for instructions on how to reconnect with the device.

1. Open ***Bluetooth*** .
2. Tap the connected device name to disconnect from it. (Or tap another device name to disconnect from the current device and connect to the new device.)

Delete a Device

Deleting a device means you end the relationship you created between your phone and the device. This means that you will need to pair with the device again if you want to connect (see “Make a Pairing Request to Another Device” on page 250 or “Accept a Pairing Request From Another Device” on page 251). If all you want to do is temporarily disconnect from a device, see “Disconnect From a Device” on page 253.

1. Open ***Bluetooth*** .
2. Throw the name off the side of the screen and tap ***Delete***.

Rename a Device

1. Open ***Bluetooth*** .
2. Tap and hold the device name.
3. Enter a new name.

Your Resources

Sprint

Troubleshooting

In This Section

- For Current Palm® Smartphone Users (page 258)
- Battery (page 259)
- Screen and Performance (page 267)
- Phone (page 270)
- Hands-free Devices (page 272)
- Synchronization (page 273)
- Email (page 277)
- Messaging (page 278)
- Web (page 280)
- Calendar and Contacts (page 283)
- Camera (page 284)
- Amazon MP3 (page 285)
- Transferring Information From Your Computer (page 285)

- Backing Up and Restoring Data (page 286)
- Updates (page 287)
- Third-party Applications (page 288)
- Making Room on Your Phone (page 289)

For Current Palm® Smartphone Users

I want to transfer my data from my computer

If you previously synchronized data from a Palm® smartphone—such as contacts or calendar events—with a desktop organizer such as Palm® Desktop by ACCESS or Microsoft Outlook®, you can do a one-way transfer of that data from the desktop organizer to your Palm® Pre™ phone.

Windows: You can transfer contacts, calendar events, tasks, and memos/notes from Palm Desktop software by ACCESS version 6.2 and Microsoft Outlook 2003 or later. If you don't have Palm Desktop version 6.2, download it from *palm.com*.

Mac: You can transfer contacts, calendar events, and tasks from Address Book and iCal. Transfer of data from Palm Desktop software on the Mac is not supported at this time.

Note	*You can transfer data from Palm Desktop and Outlook on your Windows computer, and from Address Book and iCal on your Mac computer, even if you never synchronized with a Palm smartphone.*

For instructions on doing a one-way data transfer, see “Transfer Data From Your Computer to Your New Phone” on page 19.

WARNING	*Use only batteries and chargers that are approved by Sprint and Palm with your phone. Failure to use a battery or charger approved by Sprint and Palm may increase the risk that your phone will overheat, catch fire, or explode, resulting in serious bodily injury, death, or property damage. Use of unapproved third-party power supply accessories may damage the device and void the Limited Warranty for the product.*

I can't charge the battery

- If you're using a new battery or a new charger, make sure the battery and charger are approved by Sprint and Palm for use with your phone. Failure to use an approved battery or charger may prevent your phone from turning on or charging.
- If you're using an existing, approved battery, the battery may have reached the end of its useful life and needs to be replaced. See "I need to replace the battery" on page 259 for details.

I need to replace the battery

Your Pre phone comes with a replaceable battery. Be sure to use a battery that is approved by Palm and Sprint and that is compatible with your phone. Failure to use the proper battery may result in personal injury or product damage, and it voids your phone warranty.

Note	*Please dispose of the old battery properly.*

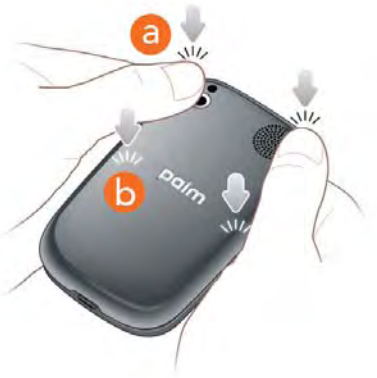
1. Press and release the ***back cover release***.

2. Slide your thumbnail or a credit card between the back cover and the phone, starting at the bottom and moving halfway up one side until you hear the clasp release.

3. Repeat step 2 on the other side of the phone.
4. Lift off the back cover.

5. Remove the ***battery*** by pulling the tab that appears at the top of the battery.
6. Insert the new ***battery***.

7. Position the back cover over the phone and gently press the top two clasps, located at the top corners. (Then press the two clasps halfway down either side of the phone.)



8. Slide out the keyboard (see “Slide Out the Keyboard” on page 31), and then press the two clasps at the bottom corners.

9. Press and hold the ***power*** button on the upper-right corner of your phone until you see a logo on the screen (approximately five seconds). (Please be patient while your phone starts up.)

Did You Know?	*If your phone does not turn on after you insert the battery and press and hold* **power**, *you need to connect your phone to the AC charger to charge it (see “Charge the Battery” on page 37).*

I can't get my screen to turn on after removing and replacing the battery

Removing the battery turns off your phone completely, so you can't just slide out the keyboard or press ***power*** to turn on the screen. Instead, press and hold ***power*** until you see a logo on the screen (approximately five seconds). Please be patient while your phone starts up.

Did You Know?	*If your phone does not turn on after you press and hold* **power**, *you need to connect your phone to the AC charger to charge it (see "Charge the Battery" on page 37).*

I can't get the back cover off

1. Press and release the ***back cover release***.

2. Slide your thumbnail or a credit card between the back cover and the phone, starting a the bottom and moving halfway up one side until you hear the clasp release.

3. Repeat step 2 on the other side of the phone.
4. Lift off the *back cover*.

I can't get the back cover back on

1. Position the ***back cover*** over the phone and gently press the top two clasps, located at the top corners. Then press the two clasps halfway down either side of the phone.

2. Slide out the keyboard (see "Slide Out the Keyboard" on page 31), and then press the two clasps at the bottom corners.

The screen appears blank

To save power, the screen dims automatically after a period of inactivity, and then turns off.

If you have inserted or replaced the battery, you need to press and hold ***power*** until you see a logo on the screen. Otherwise, follow these steps in sequence if you see a blank screen:

1. To brighten the screen if it has dimmed, tap the screen.
2. To turn on the screen, do one of the following:
   - Press ***power***. Drag up to unlock the screen.
   - Slide out the keyboard.
3. Look closely at the screen. (If you can see a dim image, try adjusting the screen brightness (see “Change Screen Brightness” on page 186).)
4. If the problem persists, connect your phone to the AC charger (see “Charge the Battery” on page 37). (If you see a dim image, try to restart your phone (see “Restart Your Phone” on page 182).)
5. If that doesn't work, press and hold ***power*** and slide the ***ringer*** switch three times to restart your phone. (Please be patient while your phone starts up.)

An application is not responding to taps

Try the following steps in sequence:

1. Open ***Device Info*** and restart your phone (see “Restart Your Phone” on page 182).
2. If the screen does not respond to taps at all, press and hold ***power*** and slide the ***ringer*** switch three times to restart your phone. (Please be patient while your phone starts up.)

Applications are running slower than usual

Tip	*Be sure that any third-party applications you install are compatible with the Palm® webOS™ platform. Applications written for earlier Palm smartphones are not compatible with your Pre phone. If you can try a free version of the software before purchasing it, you can test it first to make sure it works properly.*

1. Press ***Center*** to display ***Card view***.
2. Scroll through the cards and note how many applications you have running.
3. Close any application you are not using by throwing its card off the top of the screen.

If the problem persists, try restarting your phone (see “Restart Your Phone” on page 182).

My gestures in the gesture area aren't working

- Make sure you are doing the gesture in the correct area. (The gesture area extends horizontally all the way across your phone, but it extends vertically only from the bottom of the screen to the middle of the ***Center*** button. If you are making a gesture below the ***Center*** button, try moving your finger up.)

* Gesture area

- Some gestures begin in the gesture area and end in the touchscreen, and vice versa. (Crossing the border between the two areas with your finger is crucial to making the gesture successfully.)
- If you cannot make the back gesture, check to see if you have the next/previous app gesture turned on (see "Turn Advanced Gestures On/Off" on page 187). (If so, you need to make a short swipe left for the back gesture, and a full swipe right or left for the next or previous open app.)
- Likewise, you can't use the next/previous app gesture unless you turn it on (see "Turn Advanced Gestures On/Off" on page 187).
- You can see animations of many gestures: Open ***Help*** and tap ***Clips***. (Or go to *palm.com/support* to watch the animations on your desktop computer. Also, see "Use Gestures: Tap, Swipe, Drag, Flick, Pinch" on page 42.)

There are small icons in the lower-right corner of the screen

Those icons represent notifications that you have not opened or dismissed. For most types of notifications, if you do not tap a notification after a few seconds, it becomes an icon in the lower-right portion of the screen. If you see one or more icons, tap anywhere on the bottom of the screen to display your notifications.

I have Screen Lock turned on, and I've forgotten my password

If you cannot remember your password to unlock the screen, you need to remotely reset your phone from your computer. This performs a full erase (see "I need to reset my phone but don't understand the difference between a partial erase and a full erase" on page 286) that deletes all your data and stored files (pictures, videos, and so on) from your phone.

1. On your computer, go to *palm.com/support*
2. Enter your Palm profile email address and password.
3. Click ***Wipe Device*** to remotely reset your phone.

After the full erase, turn on your phone and sign in to your existing Palm profile—do not create a new profile! Any data that has been backed up to your profile, including third-party

applications, is restored to your phone. Information from online accounts you synchronize with—such as Google or Microsoft Exchange ActiveSync—is restored to your phone also.

Phone

Signal strength is weak

Become familiar with low coverage areas where you live, commute, work, and play. Then you know when to expect signal-strength issues.

- If you're standing, move about 10 feet (three meters) in any direction.
- In a building, move near a window. (Open any metal blinds.)
- In a building, move outdoors or to a more open area.
- Outdoors, move away from large buildings, trees, or electrical wires.
- In a vehicle, move your phone so that it's level with a window.

My phone won't connect to the mobile network

- Try the suggestions in the preceding section for weak signals.
- Turn off your phone and turn it on again (see "Turn the Phone On/Off" on page 20).
- If your phone is connected to your computer in USB drive mode, disconnect your phone from your computer (see "Copy Files Between Your Phone and Your Computer" on page 81).
- Restart your phone (see "Restart Your Phone" on page 182).

I see five bars in the signal-strength icon, but I still can't connect to the network

The ***signal-strength*** icon always displays five bars. Your signal strength is indicated by the number of bars that are shaded white. If most or all of the bars are gray, you are in an area of weak or no coverage.

The other person hears an echo

- Try decreasing the volume on your phone to avoid coupling or feedback on the other person's end. (This applies to both the speakerphone and the earpiece.)
- Position the earpiece closer to your ear to prevent sound leaking back into the microphone.
- If you're using the speakerphone feature with your phone lying on a flat surface, try turning the phone face down (screen facing the surface).

I hear my own voice echo

Ask the person on the other end of the call to turn down the volume on his or her phone or to hold the phone closer to his or her ear.

My voice is too quiet on the other end

- Be sure to position the microphone, which is on the lower-left side of the gesture area, close to your mouth. (Make sure you are not covering the microphone with your cheek or chin.)
- Check the ***signal-strength*** icon. (If the signal is weak, try to find an area with better coverage (see "Signal strength is weak" on page 270).)

I hear static or interference

Check the ***signal-strength*** icon. If the signal is weak, try to find an area with better coverage (see "Signal strength is weak" on page 270).

If you're using a hands-free device enabled with Bluetooth® wireless technology, try the following:

- Move your phone closer to the hands-free device. (Audio quality degrades as the distance between your phone and the hands-free device increases. The effective range for a hands-free device varies among manufacturers.)
- Confirm that no obstructions, including your body, are between the phone and your hands-free device. (For example, move your phone to the same side of your body as your hands-free device.)

My phone hangs up when I hold it to my ear

You may be accidentally pressing the onscreen button with your cheek. Try holding the phone so that your face doesn't press against the screen.

My phone seems to turn off by itself

Your phone has a power-saving feature that's set to turn off the screen if it has been idle for one minute. You can change the auto-shut off interval (see "Set the Interval for Turning the Screen Off Automatically" on page 187).

If you restart your phone, any wireless services are automatically turned on if they were on before the restart. However, if the phone can't determine if a wireless service was on before the restart, that service does not automatically turn on (see "Turn the Phone On/Off" on page 20). If the problem persists and you're using third-party applications, see "Third-party Applications" on page 288 for additional suggestions.

Hands-free Devices

I can't make or receive calls using a Bluetooth® hands-free device

Verify all of the following:

- The Bluetooth feature is turned on (see "Turn the Bluetooth Feature On/Off" on page 249).
- Your Bluetooth hands-free device is charged and turned on
- You have already formed a partnership between your phone and your hands-free device, and the hands-free device appears in the ***Devices*** list (see "Connect With a Paired Device" on page 252).
- Your phone is within range of the hands-free device. (Bluetooth range is up to 30 feet (10 meters) in optimum environmental conditions, which include the absence of obstacles, radio interference from nearby electronic equipment, and other factors.)
- You are away from other devices using the 2.4GHz radio frequency, such as cordless phones and microwaves. (If this is impossible, move the phone closer to the hands-free device.)

- The hands-free device is compatible with your phone. (Go to *palm.com/support* to see a list of supported devices.)

I lost the connection between my phone and my Bluetooth headset

If your headset isn't working, delete the existing partnership (see "Delete a Device" on page 253) and create a new one (see "Set Up and Use a Bluetooth® Hands-Free Device" on page 100).

I hear static or interference when using my hands-free device

- Try moving your phone closer to the hands-free device. (Audio quality degrades as the distance between your phone and hands-free device increases. The effective range for a hands-free device varies among manufacturers.)
- Confirm that no obstructions, including your body, are between the phone and your hands-free device.
- Move to a quieter location to reduce environmental noise.

Some features of my hands-free device don't work with my phone

- Check the compatibility list at *palm.com/support* to ensure that your device is compatible with your Pre phone.
- Not all hands-free features work with every hands-free device. (Check the documentation that came with your hands-free device or the manufacturer's website for feature-compatibility information specific to your device.)

Synchronization

What is synchronization?

Anytime you are in Email, Messaging, Calendar, or Contacts, you can set up a relationship to wirelessly sync data with selected service providers—for example, Google's Gmail or Microsoft Exchange ActiveSync (EAS—check to see if your company supports this). Sync means that if you enter, change, or delete information in one location, the change automatically shows up

in the other location. So if you enter a Google contact in the Contacts application on your phone, the contact appears in your online Google contacts—no need to enter it twice.

You must already have an account with a service provider before you can set it up on your phone.

How do I set up synchronization with an online account?

The first time you open Email, Contacts, or Calendar, you are given the option to enter settings for one or more online accounts (see “Set Up Email” on page 201, “Use Contacts for the First Time” on page 132, or “Use Calendar for the First Time” on page 146). For any account, you need to enter the settings in only one of these applications to synchronize data for all three.

You can add additional accounts at any time using the preferences in any of these applications (see “Set Email Preferences” on page 215, “Customize Contacts” on page 143, or “Customize Calendar” on page 153).

You can also set up the Messaging application to work with an online instant messaging (IM) account (see “Set up an Instant Messaging (IM) Account” on page 223), and the Photos application to work with an online pictures account such as Facebook or Photobucket (see “Set Up an Online Pictures Account on Your Phone” on page 112).

I don’t want to sync calendar or contact information with my online account—just email

If you do not want to sync an application with an online account, you can remove that account from within the application. The online account continues to sync with any other related applications.

1. Open the application.
2. Open the application menu and tap ***Preferences & Accounts***.
3. Tap the account name.
4. Tap ***Remove Account***, then tap ***Remove [app name] Account***.

I want to sync with Outlook or Palm Desktop software on my computer

Your Pre phone does not support synchronization with Palm Desktop software or Outlook on your desktop computer. Your Pre phone, however, gives you options for synchronization without a cable. You can sync with online services that Palm has partnered with so that you can store and sync your info in online accounts. You can access your data even when you are not able to make a connection to the Web because a copy of your data is stored on your phone.

If you have data from a Palm smartphone in Outlook or Palm Desktop software, you can do a one-way import of the data to your phone (see "Transfer Data From Your Computer to Your New Phone" on page 19). You can assign this data to sync with an online account. You can also assign it to the Palm profile account. Data in this account is backed up to your Palm profile daily, so you can retrieve it if you need to reset your phone. But it is not a true sync, because you cannot change your Palm profile data anywhere except on your phone.

If your Outlook data is associated with a Microsoft Exchange ActiveSync account, you can synchronize the info wirelessly with Exchange ActiveSync.

Tip	*A number of third-party applications are available that let you synchronize data on your Pre phone with a desktop application. Visit palm.com/migrate-pre to learn more.*

I have an Exchange ActiveSync account at work, but my data is not being downloaded to my phone

Check with your system administrator to obtain or verify the name of the mail server that offers you wireless access to the corporate mail system. If you cannot obtain the name of this server (some companies do not give it out, because they do not want wireless access to their servers), you cannot synchronize with your Exchange ActiveSync account.

If your company requires you to change your password for accessing your Exchange ActiveSync account, you must change the password on your phone (see "Edit an Email Account" on page 207).

I have entered the settings to sync with Exchange ActiveSync, but I can't synchronize with my company's Exchange server

Check with your system administrator to find out if a systemwide locking policy is in place.

A notification tells me that ActiveSync encountered a problem on the server

There is a temporary problem with the server, or the server may be temporarily overloaded. Try again later, and if the problem persists, contact your system administrator.

A notification tells me that there is not enough free memory to synchronize

1. Press ***Center*** to display ***Card view***.
2. Scroll through the cards and note how many applications you have running.
3. Close any application you are not using by throwing its card off the top of the screen.

If the problem persists, see "Making Room on Your Phone" on page 289 for other suggestions.

A notification tells me that the server could not be reached

Make sure your phone is connected either to the Sprint network or to a Wi-Fi network (see "What Are All Those Icons?" on page 97).

If you have a network connection and receive this notification, it means your phone had to wait too long to connect to the Exchange server. The connection may have been lost, the server may be temporarily overloaded, or the server may have encountered an internal error. Check your Exchange server name and proxy server settings (see "Set Up Email: Microsoft Exchange ActiveSync (EAS)" on page 203), and try again later.

A notification tells me that ActiveSync encountered a problem with [item type] [item name]

There was an error while synchronizing a single item. This error can usually be corrected only by removing the item that caused the error. If you sync again to see if the error persists, be aware that items causing this type of error are skipped and do not show up again.

Email

I have problems using my account

Occasionally you may experience problems using an email account after you set it up. If you followed the account setup procedure (see “Set Up Email” on page 201) and are experiencing problems using the account, verify that the account complies with your email provider’s requirements:

- Verify both your password and your username for your email account.
- Some wireless service providers require you to be on their network to use your email account. If this is the case, be sure to use the Sprint network as the connection type for the account.
- Some wireless service providers have other requirements specific to their service. (Check with Sprint to find out whether any provider-specific requirements exist.)
- Make sure your ISP or email provider allows you to access email on a Pre phone. (Some providers do not offer this option at all; other providers require an upgrade for you to access email on a phone.)
- Email provider settings may change. (If your email account was working but you are currently experiencing problems, check with your email provider to find out whether any of the account have changed.)
- If you changed your password in an online email account, you must change the password on your phone (see “Edit an Email Account” on page 207).

I have problems sending and receiving email

- Make sure your phone is on and that your data connection to your mail server or email service provider has not been interrupted (see “Turn the Phone On/Off” on page 20).
- Short periods of time when email is unavailable are common, due to server problems or poor wireless coverage. (If you have problems sending or receiving mail for an extended period of time, check with your ISP or email service provider to verify that the service is working properly, and check with Sprint Customer Service for outage information in your area.)

I have problems sending email (IMAP and POP accounts)

If you are able to receive email messages but cannot send them, try the following:

- Turn on authentication (see “Set Up Email: Other Providers” on page 204). (Many email providers require authenticated access, or ESMTP, to use their SMTP servers for outgoing mail.)
- Enter the name of a different outgoing mail server for sending mail (see “Set Up Email: Other Providers” on page 204). (Many ISPs, such as cable companies, require that you have an Internet connection to their network to send email through their servers. In this case, you can almost always receive email from these accounts, but if you want to send email, you must send it through another server. Contact Sprint for an outgoing mail server option based on your Sprint account settings. In other cases, your ISP may be able to provide you with the outgoing mail server settings required to send mail from your phone.)

After I receive messages, older messages disappear from my Inbox

When email sync takes place, the last three days’ worth of email messages are downloaded from your mail server to your Inbox. All messages older than three days are removed from your Inbox; they are not deleted on the server, however.

You can change the setting to download fewer than three days’ worth of messages (in which case, more-recent messages are deleted from your Inbox), or to download all messages regardless of the date (in which case all messages continue to appear in your Inbox) (see “Enter Advanced Account Settings” on page 206).

Messaging

I can’t tell if data services are available

Key Term	***1xRTT (single-carrier [1x] radio transmission technology):*** *A wireless technology that can provide fast data transfer and Internet access, with average speeds of 60-to-80Kbps and bursts of up to 144Kbps.*

Key Term	*EvDO (Evolution Data Optimized): A wireless broadband technology that is designed for very high-speed data transfer, with average download speeds of 400-to-600Kbps, and capable of reaching speeds up to 3.2Mbps and upload speeds up to 1.8Mbps.*

The following icons appear in the title bar to indicate whether data services are available. If you don't see one of these icons, you cannot open a data connection:

or The Sprint Mobile Broadband (EvDO) or Sprint 1xRTT network is within range. You can make or receive calls or open a data connection.

Your phone is connected to a Wi-Fi network. You can open a data connection.

I can't send or receive text or multimedia messages

- Make sure that your phone is on (see "Turn the Phone On/Off" on page 20).
- If your phone is connected to your computer in USB drive mode, disconnect your phone from your computer (see "Copy Files Between Your Phone and Your Computer" on page 81).
- For multimedia messages, contact Sprint to verify that your plan includes messaging services, that these services have been correctly activated, and that they are available at your location. (Sprint should be able to tell you if messaging services have been experiencing transmission delays.)
- If possible, contact the recipient of the message, and make sure the receiving device can handle the type of message you're sending.
- If a message arrives but does not display a notification, restart your phone (see "Restart Your Phone" on page 182).

I want to send a video in a multimedia message, but do not see it on the list of items I can attach

You can attach pictures in JPG format to outgoing multimedia messages. (To send files of other types, attach them to an email message (see “Add Attachments to a Message” on page 209).)

Web

I can’t tell if data services are available

Key Term	***1xRTT (single-carrier [1x] radio transmission technology):*** *A wireless technology that can provide fast data transfer and Internet access, with average speeds of 60-to-80Kbps and bursts of up to 144Kbps.*

Key Term	***EvDO (Evolution Data Optimized):*** *A wireless broadband technology that is designed for very high-speed data transfer, with average download speeds of 400-to-600Kbps, and capable of reaching speeds up to 3.2Mbps and upload speeds up to 1.8Mbps.*

The following icons appear in the title bar to indicate whether data services are available. If you don’t see one of these icons, you cannot open a data connection:

or

The Sprint Mobile Broadband (EvDO) or Sprint 1xRTT network is within range. You can make or receive calls or open a data connection.

Your phone is connected to a Wi-Fi network. You can open a data connection.

My phone won't connect to the Internet

Your phone supports Sprint Mobile Broadband (EVDO), Sprint 1xRTT, and Wi-Fi wireless data networks. To connect to the Internet, you must either subscribe to data services with Sprint or be within range of a Wi-Fi network.

- If your phone is connected to your computer in USB drive mode, disconnect your phone from your computer (see "Copy Files Between Your Phone and Your Computer" on page 81).
- Turn off your phone and turn it on again (see "Turn the Phone On/Off" on page 20).
- Restart your phone (see "Restart Your Phone" on page 182).
- Contact Sprint to verify that your subscription plan includes data services and that these services have been correctly activated. (Sprint should also be able to tell you if there are any outages in your location.)

I can't access a page

1. Make sure you have Internet access:
   - Open ***Web*** and try to view a Web page you've loaded before.
   - To ensure that you're viewing the page directly from the Internet, tap .
   - After confirming your Internet connection, try to view the page in question again. If it comes up blank, tap .
   - If you're still having trouble, the page may contain elements that are not supported by the browser, such as Flash, Shockwave, VBScript, WML script, and other plug-ins.
2. Some websites redirect simple Web addresses given to the public to actual Web addresses that are more complex (for example, if you enter the address *www.palm.com/support* it may actually go to the Web address *http://www.palm.com/us/support*. If your phone's browser can't follow the redirect, enter the Web address in a desktop browser and read the actual Web address in the address bar. Then enter the actual address in your phone's browser.

An image or map is too small on my screen

Do either of the following:

- To switch to landscape mode to see more of the image, turn the phone on its side.
- To zoom in on the image, pinch out or double-tap the screen.

A secure site refuses to permit a transaction

Some websites don't support certain browsers for transactions. Contact the site's webmaster to make sure the site allows transactions using your phone's Web browser.

It takes a long time for a page to load

If it is taking longer than usual to load Web pages, you may have traveled from a high-speed Sprint Mobile Broadband service area to a Sprint 1xRTT service area.

1. On any screen, look for the Sprint Mobile Broadband Ev icon or the Sprint 1xRTT data 1x icon in the title bar.
2. If you see the Sprint Mobile Broadband Ev icon, there may be a problem with the website you are trying to access. (Try opening a different website to see if the problem persists.)
3. If you see the Sprint 1xRTT data 1x icon, you may be experiencing the difference in performance between the two types of data networks.
4. To be sure there is not a problem with your connection to the Sprint network, turn off your phone and turn it on again (see "Turn the Phone On/Off" on page 20).
5. Try opening the Web page again to see if it loads faster.

I haven't entered any contacts or calendar events on my phone, but when I open those apps, I see entries

The entries you see displayed in Calendar or Contacts have been downloaded to your phone from one of your online accounts such as Google or Microsoft Exchange ActiveSync. Anytime you are in Email, Calendar, or Contacts, you can set up a relationship to wirelessly sync data with one of these accounts. And after you enter the account settings in just one of these apps, any information you have online is automatically downloaded to all three—so if you set up a Gmail account in Email but also have a Google calendar, your phone's calendar automatically displays events entered in your Google calendar.

You can remove an online account from an application so that that app no longer syncs with that account (see "Stop Synchronization of Contacts With an Online Account" on page 144, "Stop Synchronization of Calendar With an Online Account" on page 155, or "Delete an Email Account" on page 207).

My personal and work contact and calendar information is getting merged into a single view—I'd rather keep them separate

The Palm® Synergy™ feature on your phone displays information from several sources in a single view, so you can access your info quickly, without having to remember where you stored it.

For example, suppose you have a Google account for personal email, contacts, and calendar events, and an Exchange account for your corporate email, contacts, and events. The Email, Contacts, and Calendar applications on your Pre phone all provide a kind of view in which you can see information from both of those accounts in one place—but though the information is brought into one view, the sources of that information are kept separate.

What's more, the linked contact feature in Contacts lets you see all your information for a person in a single view—even if that information comes from multiple sources.

For information on displaying a single calendar view only in Calendar, see “Change the Calendar Display” on page 150. For information on unlinking contacts, see “Unlink a Contact” on page 140.

I started entering a contact’s name in universal search, but I’m not seeing the person in the results

- You need to enter at least two letters in universal search before contact matches are returned.
- If the contact is a linked contact, universal search searches on the primary profile only (see “Link a Contact” on page 139). (Scroll through the contact match results to make sure that universal search did not return a different match for your contact from the one you were expecting.)

Camera

Here are some tips for taking good pictures with the camera:

- Clean the camera’s lens with a soft, lint-free cloth.
- Take pictures in bright lighting conditions. (Low-light images may be grainy, due to the sensitivity of the camera.)
- Hold the phone as still as possible. (Try supporting your picture-taking arm up against your body or a stationary object (such as a wall).)
- Keep the subject of the pictures still. (Exposure time is longer with lower light levels, so you may see a blur.)
- For best results, verify that you have the brightest light source coming from behind you, lighting the subject’s face. (Avoid taking indoor pictures with the subject in front of a window or light. If the light is behind the subject, try moving closer to the subject and enabling the flash.)
- Make sure the subject is at least 18 inches (.5 meter) away from the camera to ensure good focus.

- If you take a picture when the keyboard is slid out, press *Space* to take the picture instead of tapping the onscreen shutter icon.

Amazon MP3

I bought a song from Amazon MP3, but it isn't showing up on my phone

Occasionally, the download process may be interrupted, so a song you purchased may not be successfully downloaded to your phone. To confirm the purchase and download of a song, log in to your Amazon account from your computer. If the song shows up there as purchased and downloaded, contact Amazon support and let them know you never received your song.

Transferring Information From Your Computer

I bought a song through Amazon MP3 and want to transfer it to my computer

You can copy music files on your phone to your computer for use with a desktop music player. For instructions, see "Copy Files Between Your Phone and Your Computer" on page 81.

I copied a group of music folders from my computer, but I can't see or play them on my phone

When you connect your phone to your computer in USB drive mode, you can copy any file onto your phone. However, each media application on your phone—Photos, Music, and Videos—can display or play files in certain file formats only. If your media file is in an unsupported format, you can't use it on your phone.

When I open the drive representing my phone on my computer, I see subfolders. Do I need to move my files into these folders?

The default folders are there to help you organize files you copy to and from your computer. But you can copy files from your computer into any folder you want—you can create your own folders, or just drag your files to the top level of the drive. As long as the file is in a supported format, your phone can detect and open it.

Note	*If you move a music file into the* **ringtones** *folder, the* **Music** *application cannot find it.*

Backing Up and Restoring Data

I need to reset my phone but don't understand the difference between a partial erase and a full erase

Both a partial erase and a full erase delete all personal information, such as events, contacts, and tasks, as well as applications you have added, such as third-party software, on your phone. In addition, a full erase deletes all files stored in the USB drive of your phone, which includes all pictures, videos, music files, documents, and PDF files.

How do I get my data back after a full or partial erase?

After a full or a partial erase, on your phone, enter your existing Palm profile email address, and password—don't create a new one! When you do this, all data that has been backed up to your profile—contacts, calendar events, and tasks, as well as apps you bought through App Catalog—is restored to your phone. Information from online accounts you synchronize with—such as Google or Microsoft Exchange ActiveSync—is restored to your phone also.

A full erase deletes everything deleted by a partial erase, plus everything you stored in your phone's USB drive (photos, videos, music, documents, ringtones, and so on). You need to have copies of those files available elsewhere if you want to restore them to your phone. For

example, you can save copies on your computer and then transfer them back to your phone (see “Copy Files Between Your Phone and Your Computer” on page 81).

Updates

I dismissed a system update notification, and now I don’t know how to get the update on my phone

If you have a Wi-Fi connection and the battery has at least a 30% charge, you can start the update yourself: Open ***Updates*** . Your phone checks for the availability of the update, and if one is available, tap ***Download Now***. The download happens in the background, so you can continue to use your phone until the actual installation takes over.

Your phone installs the update within a week of your receiving the first notification. You get three chances to defer an update. The fourth notification is final; you must take the update at that point. This mandatory update occurs automatically the next time you plug your phone into an electrical outlet, or the next time all three of the following conditions are true: a Wi-Fi or phone network connection is available, the phone is idle, and the battery has at least a 30% charge.

I want to install an update later, but the notification is showing the Install Now option only

Updates are mandatory. They ensure that your phone and applications perform well and are regularly improved. You get three chances to defer an update by tapping ***Install Later*** when an update notification appears. The fourth notification is final. It displays only ***Install Now***.

My phone froze while I was downloading or installing a system update

During a wireless software update, there’s a small chance that your phone may freeze and stop responding to taps or key presses. If this happens, you can use webOS Doctor™ to restore your phone and install the system update from your computer using the ***USB cable***. On your computer, go to *palm.com/support* to download webOS Doctor.

Third-party Applications

Some third-party applications can cause conflicts with your phone. Third-party applications that modify the wireless features of your phone may require extra troubleshooting. Use caution when installing the following:

- Ringtone managers.
- Caller ID applications.
- Instant messaging.
- Applications that modify when your phone or data connections turn on or off and how your phone behaves.

If you recently installed an application and your phone seems to be stuck, try the following in sequence until the problem is resolved:

1. Restart your phone (see “Restart Your Phone” on page 182).
2. See if an update is available for the application (see “Manually Check for Updates” on page 77).
3. Delete the most recently installed application from your phone (see “Delete an Application” on page 62).
4. See if a system update is available (see “Manually Check for Updates” on page 77).
5. Perform a partial erase (see “Erase Data and Reset Your Phone” on page 182).
6. Perform a full erase (see “Erase Data and Reset Your Phone” on page 182).
7. Enter your Palm profile email address and password to restore your backed-up information. (You may need to manually restore information in other applications.)
8. If the problem is resolved, begin reinstalling your third-party applications one at a time.
9. If the problem recurs, delete the last application you installed and report the problem to its developer.

Getting more help

Contact the author or vendor of any third-party software if you require further assistance. Neither Palm nor Sprint provides technical support for applications that are not built into your phone.

Making Room on Your Phone

If you store a large number of records, or install many third-party applications, the internal memory on your phone may fill up. Here are some ways to clear space on your phone:

- ***Photos, Videos, Music, Amazon MP3, Doc View, PDF View:*** Large media files take up a lot of memory. Move files to your computer (see “Copy Files Between Your Phone and Your Computer” on page 81), or delete them from your phone.
- ***Email:*** Email attachments can be large and consume lots of memory. Copy attachments to your computer (see “Copy Files Between Your Phone and Your Computer” on page 81), or delete large files from your phone (see “Delete a Message” on page 213). You may also want to empty the deleted items folder.
- ***Web:*** Delete stored web browsing information by clearing your history, cookies, and cache (see “Customize Web Browser Settings” on page 245).
- ***Third-party applications:*** You can delete infrequently used applications (see “Delete an Application” on page 62).

Glossary

airplane mode: A mode in which all the wireless services on your phone are turned off. Wireless services include the phone used for making and receiving calls, the Wi-Fi feature, and Bluetooth® wireless technology. See “Turn Wireless Services Off (Airplane Mode)” on page 22.

application menu: A menu that contains application commands such as cut, copy, and paste (where available); preferences; and application help. To open the application menu, tap the application name in the upper-left corner of the screen. See also “connection menu” on page 292.

application search: The feature the lets you search for entries within an application by typing a search term when the list view is displayed—for example, a contact name or phone number, the subject text of an email message, or a few words from a memo. See also “universal search” on page 295.

application update: An update from the developer of an application you bought through the App Catalog on your phone. When an application update is available, a notification appears on your phone. You can also check for application updates manually. Additional fees may apply. See “Update the Software on Your Phone” on page 75.

back: The gesture you use to move up one level from a detailed view to a more general view of the application you’re working in. For example, when you finish reading an email message, make the back gesture to close the message and return to your list of messages. Or when you finish writing a memo, make the back gesture to close and save the memo and return to the display of all your memos. See “Go Up One Level in an App (Back Gesture)” on page 55.

Making the back gesture is also the way you save your work in many apps. If you don't see a ***Done*** button, make the back gesture to save your work.

card: A minimized view of an open application. You can easily move among and reorder cards in ***Card view***. Tap a card to restore the full-screen view of the application and continue working in it. See also "Card view" on page 292.

Card view: The view on your phone that displays applications as minimized cards, allowing you to easily move among and reorder them. Don't confuse ***Card view*** with the "Launcher" on page 293, which along with "Quick Launch" on page 294, shows you all the apps you have on your phone, not just the open ones.To display ***Card view***, press ***Center*** from any open application window, or flick up from the gesture area to the screen.

Center : The button in the center of the gesture area. Press ***Center*** to display ***Card view*** or to close the ***Launcher***.

connection menu: A menu that lets you turn on or off connection features including the Wi-Fi feature, Bluetooth® wireless technology, and all wireless services (airplane mode). To open the connection menu, tap the upper-right corner of the screen. See also "application menu" on page 291.

dashboard: A list of all your notifications. When one or more notification icons appears at the bottom of the screen, tap the icons to open the dashboard. Tap a dashboard item to act on it. See also "notification" on page 293.

Data Transfer Assistant: A tool that allows you to do a one-way transfer of information such as contacts and calendar events from a desktop organizer to your phone. See "Transfer Data From Your Computer to Your New Phone" on page 19.

drag: A slow movement of the finger up or down on the touchscreen.

flick: A very fast skimming of the finger horizontally or vertically on the touchscreen.

gesture area: The strip beneath the touchscreen that you use to perform the back gesture, among others. Some gestures you begin in the gesture area and complete on the touchscreen, for example, the slow drag that displays ***Quick Launch*** when you have an application filling the screen.

Launcher: A group of screens displaying all your applications. To open the ***Launcher***, tap in ***Quick Launch***, or flick up twice from the gesture area to the screen. If you are in ***Card view***, flick up once from the gesture area to the screen to open the ***Launcher***. In the ***Launcher***, swipe up, down, left, and right to see all your apps. Tap an app icon to open it.

linked contact: A contact containing information from more than one source. For example, if you have you have a work contact in Exchange ActiveSync and a personal contact for the same person in Google, the Contacts application automatically recognizes the connection and links the two contacts so that you can see all the information in one place—but the information is kept separate in the different accounts where it originated. You can also manually link and unlink contacts.

merged view: A feature on your phone that displays data from several sources in a single view, but keeps the sources of your data separate.

Let's say you use Google calendar for your personal events and your company's Outlook calendar for business events. Your phone's Calendar application displays events from both calendars in a single view, called ***All***.

Likewise, if you set up multiple email accounts, the Email application displays the messages from all your account inboxes in a single view, called ***All inboxes***. And in Messaging, all your messages with a person show up in a single conversation view, whether they are text, multimedia, or instant messages. See also "linked contact" on page 293.

notification: A message that appears at the bottom of the screen alerting you of an incoming or missed call; voicemail, email, or text messages; an upcoming event; and more. In most cases, you can tap a notification to act on it. See also "dashboard" on page 292.

online account: An account that you have with an online service such as Google or Microsoft Exchange ActiveSync. You can synchronize contacts, calendar events, and email between your phone and many of your online accounts.

orange ***key:*** The key you use to enter characters that appear above the letters on the keyboard keys. Press once to enter a single character. Press twice to lock the alternate character feature, so you can enter a series of characters. Also, press and hold the ***orange*** key and then drag your finger onscreen to move the cursor in text.

Palm profile: A Palm profile gives you access to services like automatic updates, backup of your data, and more. You create a Palm profile by entering a working email address during initial setup of your phone. See “Set Up Your Phone” on page 18. Your Palm profile also identifies the location on the Web where the data you store in your Palm profile accounts is backed up. (You cannot see or change this data on the Web, however.) See also “Palm profile account” on page 294.

Palm profile account: An account you can use to assign contacts and calendar events you create on your phone. Palm profile items are included in the daily backup of information to your Palm profile but do not synchronize with any of your online accounts. See also “Palm profile” on page 294.

pinch: A gesture used to go in for a close view (zoom in) or see a larger view (zoom out). To zoom in, you pinch out: Place the thumb and index fingertips close together on the touchscreen, then slowly spread them apart. To zoom out, you pinch in: Place the thumb and index fingertips apart on the touchscreen, and slowly bring them together.

Quick Launch: A bar of up to five icons that give you quick access to applications. ***Quick Launch*** always appears at the bottom of ***Card view*** and the ***Launcher***. By default, ***Quick Launch*** displays icons for the following apps: Phone, Email, Contacts, and Calendar. The fifth icon is the ***Launcher***. Tap a ***Quick Launch*** icon to open the app.

You can also open ***Quick Launch*** from any maximized application window by dragging up from the gesture area to the screen. Move your finger to the app you want, and then lift your finger. The application opens.

smart folder: A folder such as ***All Inboxes*** that always appears at the top of the merged folders view in the ***Email*** application.

swipe: A light, fast horizontal movement with the finger from right to left or left to right on the touchscreen or the gesture area.

Sym ***key:*** The key you use to enter symbols and accented characters. Press Sym to open the full table of symbols. Press Sym + a letter key to narrow the table to symbols associated with that letter—for example, press + ***e*** to enter é.

Synergy™ feature: The feature from Palm that lets you take advantage of merged views and linked contacts on your phone.

system update: Enhancements provided by Palm to the Palm® webOS™ platform and core applications such as Contacts and Calendar. When a system update is available, a notification appears on your phone. You can also check for system updates manually. See “Update the Software on Your Phone” on page 75.

tap: A quick touch and release on the touchscreen.

universal search: The feature that lets you make calls, search for applications and contacts on your phone, and search the Web simply by typing the search term in either ***Card view*** or the ***Launcher***. See “Search to Find Info and Make Calls” on page 71.

webOS™ platform: The operating system of your Palm® Pre™ phone. Key features of the webOS platform include gestures, cards, merged views, and linked contacts.

Your Safety and Specifications

Sprint

Regulatory and Safety Information

In This Section

- FCC Statements (page 300)
- Antenna Care/Unauthorized Modifications (page 301)
- Industry Canada (page 301)
- Radio Frequency (RF) Safety Exposure (page 302)
- Protecting Your Battery (page 305)
- Power Specifications (page 307)
- Recycling and Disposal (page 308)
- User Safety (page 309)
- Product Handling & Safety (page 313)
- Driving Safety (page 314)
- ESD Safety (page 318)

FCC Statements

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This phone meets the FCC Radiofrequency Emission Guidelines and is certified with the FCC as:

FCC ID: O8F-CASC.

The FCC ID on your Palm phone is located on a label inside the battery compartment. The battery must be removed as shown below to view the label.

Caution	Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Antenna Care/Unauthorized Modifications

Use only the supplied integral antenna. Unauthorized antenna modifications or attachments could damage the unit and may violate FCC regulations.

Industry Canada

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The term “IC” before the equipment certification number only signifies that the Industry Canada technical specifications were met.

IC: 3905A-CASC

This Class B digital apparatus complies with Canadian ICES-003.

L ' utilisation de ce dispositif est autorisée seulement aux conditions suivantes: (1) il ne doit pas produire de brouillage et (2) l' utilisateur du dispositif doit étre prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

Cet appareil numérique de la classe [*] est conforme à la norme NMB-003 du Canada.

Radio Frequency (RF) Safety Exposure

General statement on Radio Frequency (RF) energy: Your phone contains a transmitter and a receiver. When it is ON, it receives and transmits RF energy. When you communicate with your phone, the system handling your call controls the power level at which your phone transmits.

Specific Absorption Rate (SAR): Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

In order to certify this unit for sale to the public, this unit has been tested for RF exposure compliance at a qualified test laboratory and found to comply with the regulations regarding exposure to RF Energy under the recommendations of the International Commission on Non-Ionizing Radiation Protection (ICNIRP). The tests are preformed in positions and locations as required by the FCC and IC for each model.

As SAR is measured utilizing the device's highest transmitting power, the actual SAR of this device while operating is typically below that indicated below. This is due to automatic changes to the power level of the device to ensure it only uses the minimum power required to communicate with the network.

The SAR limit for mobile devices set by FCC/IC is 1.6 W/kg averaged over 1 gram of tissue for the body or head (4.0 W/kg averaged over 10 grams of tissue for the extremities - hands, wrists, ankles, and feet).

The highest reported SAR values of the Palm® Pre™ phone are:

Maximum scaled SAR values (W/kg) FCC	
Head	0.919
Body	0.936

In order to comply with FCC and IC RF exposure safety guidelines, users MUST use one of the following types of body worn accessories:

1. Palm® brand body-worn accessory that has been tested for (specific absorption rate) SAR compliance and is intended for use with this product.
2. An accessory that contains NO metal (snaps, clips, etc.) and provides AT LEAST 1.5 cm (0.6 in.) of separation between the user's body and the unit.

Do NOT use the device in a manner such that it is in direct contact with the body (i.e. on the lap or in a breast pocket). Such use will likely exceed the FCC RF safety exposure limits. See www.fcc.gov/oet/rfsafety for more information on RF exposure safety.

To view the most recent SAR values of the Palm® Pre™ phone, visit www.palm.com/sarevdo-pre.

Body worn operation: Important safety information regarding radio frequency (RF) radiation exposure: To ensure compliance with RF exposure guidelines the phone must be used with a minimum of 1.5 cm (0.6 in.) separation from the body. Failure to observe these instructions could result in your RF exposure exceeding the relevant guideline limits.

Limiting exposure to radio frequency (RF) fields: For individuals concerned about limiting their exposure to RF fields, the World Health Organization (WHO) provides the following advice:

Precautionary measures: Present scientific information does not indicate the need for any special precautions for the use of mobile phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using 'hands-free' devices to keep mobile phones away from the head and body.

Further information on this subject can be obtained from the WHO home page http://www.who.int/mediacentre/factsheets/fs193/en/index.html WHO Fact sheet 193: June 2000.

Hearing Aid Compatibility (HAC)

Using Your Phone With a Hearing Device

Your device has been tested for hearing aid compatibility. Your Palm® Pre™ phone has an M4 rating. For additional HAC information, including the HAC rating of this product, please refer to palm.com/hacevdo-pre.

When some wireless phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate. The wireless telephone industry has developed ratings for some of their mobile phones, to assist hearing-device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that have been rated have a label on the box.

These ratings are not guarantees. Results will vary, depending on the level of immunity of your hearing device and the degree of your hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

M-Ratings: Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference with hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings.

T-Ratings: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil (“T switch” or “Telephone Switch”) than unrated phones. T4 is the better/higher of the two ratings.

The more immune your hearing aid device is, the less likely you are to experience interference noise from your wireless phone. Hearing aid devices should have ratings similar to those of phones. Ask your hearing health care professional for the rating of your hearing aid. Add the rating of your hearing aid and your phone to determine probable usability:

- Any combined rating equal to or greater than six offers the best use.
- Any combined rating equal to five is considered normal use.

- Any combined rating equal to four is considered usable.

Thus, if you pair an M3 hearing aid with an M3 phone, you will have a combined rating of six for “best use”. This is synonymous for T ratings.

Palm further suggest that you experiment with multiple phones (even those not labeled M3/T3 or M4/T4) while in the store to find the one that works best with your hearing aid device. If you experience interference or find the quality of service unsatisfactory after purchasing your device, promptly return it to the store within 30 days of purchase. With the Palm 30-day Risk-Free Guarantee, you may return the device within 30 days of purchase for a full refund, and you will only be responsible for charges based on your actual usage.

Getting the Best Hearing Device Experience With Your Device

To further minimize interference:

- Set the phone's screen and keyboard backlight settings to ensure the minimum time interval.
- Move the phone around to find the point with the least interference.

For more information, please go to the FCC’s Consumer Alert on accessibility of digital wireless phones at *http://www.fcc.gov/cgb/consumerfacts/hac_wireless.html*.

Protecting Your Battery

The guidelines listed below help you get the most out of your battery's performance.

Recently there have been some public reports of wireless phone batteries overheating, catching fire, or exploding. It appears that many, if not all, of these reports involve counterfeit or inexpensive, aftermarket-brand batteries with unknown or questionable manufacturing standards. Use only manufacturer-approved batteries and accessories found at Carrier Stores or through your device's manufacturer. Buying the right batteries and accessories is the best way to ensure they are genuine and safe.

- In order to avoid damage, charge the battery only in temperatures that range from 32° F to 122° F (0° C to 50° C).

- Don’t use the battery charger in direct sunlight or in high humidity areas, such as the bathroom.
- Never dispose of the battery by incineration.
- Keep the metal contacts on top of the battery clean.
- Don’t attempt to disassemble or short-circuit the battery.
- The battery may need recharging if it has not been used for a long period of time.
- It’s best to replace the battery when it no longer provides acceptable performance. It can be recharged hundreds of times before it needs replacing.
- Don’t store the battery in high temperature areas for long periods of time. It's best to follow these storage rules:

  Less than one month: -4° F to 140° F (-20° C to 60° C)

  More than one month: -4° F to 113° F (-20° C to 45° C)

Battery Handling:

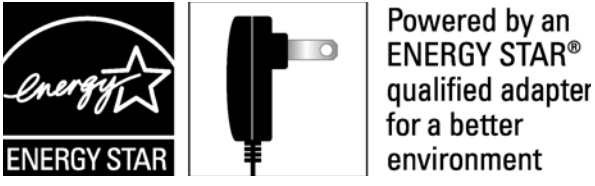
- Do not disassemble or open, crush, bend or deform, puncture, or shred the battery.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion, or other hazard.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per the IEEE/CTIA-1725 standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per IEEE/CTIA-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage, or other hazard.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.

- Do not handle a damaged or leaking Lithium-Ion (LI-ion) battery as you can be burned.
- Improper battery use may result in a fire, explosion, or other hazard.

Based on DOT rules, spare batteries must not be transported in checked luggage on commercial flights. Spare batteries can only be transported in carry-on luggage. For more information: *http://safetravel.dot.gov/whats_new_batteries.html*

Power Specifications

Use only Palm-approved power accessories such as AC-power adapters and batteries. Unauthorized and non-approved batteries will NOT operate with the Pre phone.



AC Power Adapter Source: Palm

Part Number: 157-10108-00 / 157-10114-00

Input Rating: 100–240 Vac, 50/60Hz, 0.2A

Output Rating: 5Vdc, 1000mA

AC Power Adapter Source: Palm

Part Number: 157-10124-00

Input Rating: 100–240 Vac, 50/60Hz, 0.2A

Output Rating: 5Vdc, 1000mA

Battery Source: Palm

Type: Rechargeable Li-ion Polymer

Model: 157-10119-00

Rating: 3.7Vdc, 1150mAh (minimum)

Recycling and Disposal

This symbol indicates that Palm products should be recycled and not be disposed of in unsorted municipal waste. Please return Palm products to the electrical and electronic equipment collection points in your municipality or county or to a facility that properly recycles electrical and electronic equipment. These collection points are available free of charge. For detailed information please contact your municipality or county. For information on Palm's environmental programs, visit *www.palm.com/environment*.

Hazardous substances that may be included in electronic products can potentially affect human health and the environment. Recycling benefits the environment by diverting waste from landfills and by recovering materials that may be recycled into other products. Responsible recycling ensures materials are properly collected and disposed.

Palm is committed to supporting the collection and recycling of its products. Palm is committed to participate and support the European Union WEEE Directive (2002/96/EC) and the protection of the environment for future generations. For more information on the WEEE Directive implementation in the various EU member states please see *www.weee-forum.org*.

It is everyone's responsibility to ensure that electrical and electronic products are properly reused, recycled, or recovered.

As part of Palm's corporate commitment to be a good steward of the environment, we strive to use environmentally friendly materials, reduce waste and collaborate with our channel partners to raise awareness and help keep Palm handheld devices, phones, and mobile companions out of landfills through evaluation and disposition for reuse and recycling. Visit *palm.com/recycle* for additional details and information about how you can help reduce electronic waste.

Operational Warnings

IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION. Read this information before using your phone. For the safe and efficient operation of your phone, observe these guidelines:

Potentially explosive atmospheres: Turn off your phone when you are in any areas with a potentially explosive atmosphere, such as fueling areas (gas or petrol stations, below deck on boats) storage facilities for fuel or chemicals, blasting areas and areas near electrical blasting caps, and areas where there are chemicals or particles (such as metal powders, grains, and dust) in the air.

Interference to medical and personal electronic devices: Most but not all electronic equipment is shielded from RF signals and certain electronic equipment may not be shielded against the RF signals from your phone.

Pacemakers: The Health Industry Manufacturers Association recommends that a minimum separation of 15 centimeters (6 inches) be maintained between a phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by the recommendations of Wireless Technology Research.

Persons with pacemakers should:

- ALWAYS keep the phone more than six inches (15 centimeters) from their pacemaker when the phone is turned ON.
- Not carry the phone in a breast pocket.
- Use the ear opposite the pacemaker to minimize the potential for interference.
- Turn the phone OFF immediately if you have any reason to suspect that interference is taking place.

Other medical devices, hospitals: If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information. Turn your phone OFF in health care facilities when any regulations posted in these areas instruct you to do so.

Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Repetitive motion injuries: When using the keyboard or playing games on your phone, you may experience discomfort in your neck, shoulders, hands, arms, or other parts of the body. To avoid any injury, such as tendonitis, carpal tunnel syndrome, or other musculoskeletal disorder, make sure to take necessary breaks from use, take longer rests (such as several hours) if discomfort or tiring begins, and see a doctor if discomfort persists. To minimize the risk of Repetitive Motion Injuries, when texting or playing games with your phone:

- Do not grip the phone too tightly.
- Press the buttons lightly.
- Make use of the special features in the handset which minimize the number of buttons which have to be pressed, such as message templates and predictive text.
- Take lots of breaks to stretch and relax.

Blackouts and seizures: Blinking lights, such as those experienced with television or playing video games may cause some people to experience blackout or seizure, even if never experienced before. In the event a phone user should experience any disorientation, loss of awareness, convulsion, eye or muscle twitching, or other involuntary movements, stop use immediately and consult a doctor. Individuals with personal or family history of such events should consult a doctor before using the device. To limit the possibility of such symptoms, wherever possible every hour take a minimum break of 15 minutes, use in a well lighted area, view the screen from the farthest distance, and avoid exposure to blinking lights if you are tired.

Operating machinery: Do not use your phone while operating machinery. Full attention must be given to operating the machinery in order to reduce the risk of an accident.

Aircraft: While in aircraft, follow all instructions regarding the operation of your phone. Use of your phone while on board an aircraft must be done in accordance and in compliance with airline instructions and regulations.

Vehicles with air bags: Your phone should not be placed in a position that would affect the operation of air bag deployment or in a position that, should the air bag inflate, could propel the phone. Air bags will inflate with great force and care should be taken to protect within a

vehicle that has air bags. Do not place a phone in the area over an air bag or in the air bag deployment area. Store the phone safely before driving the vehicle.

Hearing aids: People with hearing aids or other cochlear implants may experience interfering noises when using wireless devices or when one is nearby. The level of interference will depend on the type of hearing device and the distance from the interference source. Increasing the separation between them may reduce the interference. You may also consult your hearing aid manufacturer to discuss alternatives.

Small children: Do not leave your phone and its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others, or could accidentally damage the phone. Your phone contains small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard.

Keep the device away from the abdomens of pregnant women and adolescents, particularly when using the device hands-free.

To reduce exposure to radiation, use your device in good reception areas, as indicated by the bars on your phone, at least 3 to 4 bars.

Caution: Avoid potential hearing loss

Prolonged exposure to loud sounds (including music) is the most common cause of preventable hearing loss. Some scientific research suggests that using portable audio devices, such as portable music players and cellular telephones, at high volume settings for long durations may lead to permanent noise-induced hearing loss. This includes the use of headphones (including headsets, ear buds, and Bluetooth® or other wireless devices). Exposure to very loud sound has also been associated in some studies with tinnitus (a ringing in the ear), hypersensitivity to sound, and distorted hearing. Individual susceptibility to noise-induced hearing loss and other potential hearing problems varies. The amount of sound produced by a portable audio device varies depending on the nature of the sound, the device, the device settings, and the headphones. You should follow some common sense recommendations when using any portable audio device:

- Set the volume in a quiet environment and select the lowest volume at which you can hear adequately.

- When using headphones, turn the volume down if you cannot hear the people speaking near you or if the person sitting next to you can hear what you are listening to.
- Do not turn the volume up to block out noisy surroundings. If you choose to listen to your portable device in a noisy environment, use noise-cancelling headphones to block out background environmental noise.
- Limit the amount of time you listen. As the volume increases, less time is required before your hearing could be affected.
- Avoid using headphones after exposure to extremely loud noises, such as rock concerts, that might cause temporary hearing loss. Temporary hearing loss might cause unsafe volumes to sound normal.
- Do not listen at any volume that causes you discomfort. If you experience ringing in your ears, hear muffled speech, or experience any temporary hearing difficulty after listening to your portable audio device, discontinue use and consult your doctor.
- You can obtain additional information on this subject from the following sources:.

American Academy of Audiology
11730 Plaza American Drive, Suite 300
Reston, VA 20190
Voice: (800) 222-2336
Email: info@audiology.org
Internet: *www.audiology.org*

National Institute on Deafness and Other Communication Disorders
National Institutes of Health
31 Center Drive, MSC 2320
Bethesda, MD USA 20892-2320
Voice: (301) 496-7243
Email: nidcdinfo@nih.gov
Internet: *http://www.nidcd nih.gov/health/hearing*

National Institute for Occupational Safety and Health
Hubert H. Humphrey Bldg.
200 Independence Ave., SW
Washington, DC 20201

Voice: 1-800-CDC-INFO (1-800-232-4636)
Internet: http://www.cdc.gov/niosh/topics/noise

Product Handling & Safety

General statement on handling and use: You alone are responsible for how you use your phone and any consequences of its use.

You must always switch off your phone wherever the use of a phone is prohibited. Use of your phone is subject to safety measures designed to protect users and their environment.

- Always treat your phone and its accessories with care and keep it in a clean and dust-free place.
- Do not expose your phone or its accessories to open flames or lit tobacco products.
- Do not expose your phone or its accessories to liquid, moisture, or high humidity.
- Do not drop, throw, or try to bend your phone or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the device or its accessories.
- Do not paint your phone or its accessories.
- Do not attempt to disassemble your phone or its accessories; only authorized personnel must do so.
- Do not expose your phone or its accessories to extreme temperatures, minimum 14° F and maximum 140° F (-10° C to 60° C).
- Please check local regulations for disposal of electronic products.
- Do not carry your phone in your back pocket as it could break when you sit down.

Battery: Your phone includes an internal lithium-ion or lithium-ion polymer battery. Please note that use of certain data applications can result in heavy battery use and may require frequent battery charging. Any disposal of the phone or battery must comply with laws and regulations pertaining to lithium-ion or lithium-ion polymer batteries.

Demagnetization: To avoid the risk of demagnetization, do not allow electronic devices or magnetic media close to your phone for a long time.

Normal use position: When making or receiving a phone call, hold your phone to your ear, with the bottom towards your mouth or as you would a fixed line phone.

Emergency calls: This phone, like any wireless phone, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you must never rely solely on any wireless phone for emergency communications.

Phone heating: Your phone may become warm during charging and during normal use.

Accessories: Use only approved accessories. Do not connect with incompatible products or accessories. Take care not to touch or allow metal objects, such as coins or key rings, to contact or short-circuit the battery terminals.

Connection to a car: Seek professional advice when connecting a phone interface to the vehicle electrical system.

Faulty and damaged products: Do not attempt to disassemble the phone or its accessory. Only qualified personnel must service or repair the phone or its accessory. If your phone or its accessory has been submerged in water, punctured, or subjected to a severe fall, do not use it until you have taken it to be checked at an authorized service center.

Interference in cars and to other electronic devices: Please note that because of possible interference to electronic equipment, some vehicle manufacturers forbid the use of mobile phones in their vehicles unless a hands-free kit with an external antenna is included in the installation. RF energy may affect improperly installed or inadequately shielded electronic operating and entertainment systems in motor vehicles. Check with the manufacturer or representative to determine if these systems are adequately shielded from external RF energy. Also check with the manufacturer of any equipment that has been added to the vehicle.

Driving Safety

Driving Safety Tips Overview

Always obey all laws and regulations on the use of the phone in your driving area.

Safety–Your most important call. The Wireless Industry reminds you to use your phone safely when driving.

1. Get to know your phone and its features, such as speed-dial and redial.
2. Use a hands-free device where it is allowed. (In some areas, you may not use your phone while driving even with a hands-free accessory.)
3. Position your phone within easy reach.
4. Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.
5. Do not take notes, look up phone numbers, read/write e-mail, or surf the Internet while driving.
6. Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic.
7. Do not engage in stressful or emotional conversations that may divert your attention from the road.
8. Dial your national emergency number to report serious emergencies. (This is a free call from your phone.)
9. Use your phone to help others in emergencies.
10. Call roadside assistance or a special non-emergency wireless number when necessary.

Driving Safety Tip Details

1. Get to know your phone and its features such as speed-dial and redial. (Carefully read your instruction manual and learn to take advantage of valuable features most phone models offer, including automatic redial and memory dial. Also, work to memorize the phone keyboard so you can use the speed-dial function without taking your attention off the road.)
2. Use a hands-free device. (A number of hands-free phone accessories are readily available today. Whether you choose an installed mounted device for your phone or a speakerphone accessory, take advantage of these devices. If driving while using a phone is permitted in your area, we recommend using a phone headset or a hands-free car kit (sold separately). However, be aware that use of a headset that covers both ears impairs your ability to hear other sounds. Use of such a headset while operating a motor vehicle or riding a bicycle may create a serious hazard to you and/or others, and may

be illegal. If you must use a stereo headset while driving, place a speaker in only one ear. Leave the other ear free to hear outside noises, and do so only if it is legal and you can do so safely.)

3. Make sure you place your phone within easy reach and where you can grab it without removing your eyes from the road. (If you get an incoming call at an inconvenient time, let your voicemail answer it for you.)
4. Suspend conversations during hazardous driving conditions or situations. (Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow, and ice can be hazardous, but so is heavy traffic. As a driver, your first responsibility is to pay attention to the road.)
5. Do not take notes, look up phone numbers, read/write e-mail, or surf the internet while driving. (If you are reading an address book or business card while driving a car, or writing a to-do list, then you are not watching where you are going. It's common sense. Do not get caught in a dangerous situation because you are reading or writing and not paying attention to the road or nearby vehicles.)
6. Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic. (Try to plan your calls before you begin your trip, or attempt to schedule your calls with times you may be temporarily stopped or otherwise stationary. But if you need to dial while driving, follow this simple tip: dial only a few numbers, check the road and your mirrors, then continue.)
7. Do not engage in stressful or emotional conversations that may be distracting. (Stressful or emotional conversations and driving do not mix—they are distracting and even dangerous when you are behind the wheel. Make people you are talking with aware you are driving and if necessary, suspend phone conversations which have the potential to divert your attention from the road.)
8. Use your phone to call for help. (Your phone is one of the greatest tools you can own to protect yourself and your family in dangerous situations-with your phone at your side, help is only three numbers away. Dial your national emergency number in the case of fire, traffic accident, road hazard, or medical emergencies. Remember, your national emergency number is a free call on your phone.)

9. Use your phone to help others in emergencies. (If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call your national emergency number, as you would want others to do for you.)
10. Call roadside assistance or a special wireless non-emergency assistance number when necessary. (Certain situations you encounter while driving may require attention, but are not urgent enough to merit a call to your national emergency number. But you can still use your phone to lend a hand. If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.)

General Operation

Prolonged views of screen: If you are driving, do not access any function requiring a prolonged view of the screen. Pull over in a safe and legal manner before attempting to access a function of the system requiring prolonged attention. Even occasional short scans to the screen may be hazardous if your attention has been diverted away from your driving task at a critical time.

Volume setting: Do not raise the volume excessively. Keep the volume at a level where you can still hear outside traffic and emergency signals while driving. Driving while unable to hear these sounds could cause an accident.

Let your judgment prevail: The Device Software is only an aid. Make your driving decisions based on your observations of local conditions and existing traffic regulations. The Device Software is not a substitute for your personal judgment.

Hands-Free Capability

All CTIA Certified portable products provide the consumer with a toll-free number for the purchase of a compatible hands-free device, 1-800-881-7256.

ESD Safety

Electrostatic discharge (ESD) can cause damage to electronic devices if discharged into the device, so you should take steps to avoid such an occurrence.

Description of ESD

Static electricity is an electrical charge caused by the buildup of excess electrons on the surface of a material. To most people, static electricity and ESD are nothing more than annoyances. For example, after walking over a carpet while scuffing your feet, building up electrons on your body, you may get a shock—the discharge event—when you touch a metal doorknob. This little shock discharges the built-up static electricity.

ESD-susceptible Equipment

Even a small amount of ESD can harm circuitry, so when working with electronic devices, take measures to help protect your electronic devices, including your Palm phone, from ESD harm. While Palm has built protections against ESD into its products, ESD unfortunately exists and, unless neutralized, could build up to levels that could harm your equipment. Any electronic device that contains an external entry point for plugging in anything from cables to docking stations is susceptible to entry of ESD. Devices that you carry with you, such as your phone, build up ESD in a unique way because the static electricity that may have built up on your body is automatically passed to the device. Then, when the device is connected to another device such as a docking station, a discharge event can occur.

Precautions Against ESD

Make sure to discharge any built-up static electricity from yourself and your electronic devices before touching an electronic device or connecting one device to another. The recommendation from Palm is that you take this precaution before connecting your phone to your computer, placing the phone in a docking station, or connecting it to any other device. You can do this in many ways, including the following:

- Ground yourself when you're holding your mobile device by simultaneously touching a metal surface that is at earth ground.

- For example, if your computer has a metal case and is plugged into a standard three-prong grounded outlet, touching the case should discharge the ESD on your body.
- Increase the relative humidity of your environment.
- Install ESD-specific prevention items, such as grounding mats.

Conditions That Enhance ESD Occurrences

Conditions that can contribute to the buildup of static electricity in the environment include the following:

- Low relative humidity.
- Material type. (The type of material gathering the charge. For example, synthetics are more prone to static buildup than natural fibers like cotton.).
- The rapidity with which you touch, connect, or disconnect electronic devices.

While you should always take appropriate precautions to discharge static electricity, if you are in an environment where you notice ESD events, you may want to take extra precautions to protect your electronic equipment against ESD.

Owner's Record

The model number, regulatory number, and serial number are located on a nameplate inside the battery compartment. Record the serial number in the space provided below. This will be helpful if you need to contact us about your phone in the future.

Product: Palm® Pre™

Model:

Serial No.:

Specifications

In This Section

- Specifications (page 322)

Specifications

Radio	• CDMA2000 digital dual band • EvDO Rev A and 1xRTT
Phone features	• Speakerphone • Hands-free headset jack (3.5 mm stereo, 3-barrel connector) • Microphone mute option • TTY-compatible • Ringer switch
Processor technologies	• Dual-band MSM6801A processor • TI® OMAP 3430 processor
Battery	• Rechargeable lithium-ion • 1150mA/hr in power capacity • Removable
Operating system	• Palm® webOS™ platform
Camera	• 3 megapixel • LED flash with extended depth of field • Auto-exposure • Auto-white balance • Geotagging
Size	• 3.9 in. x 2.3 in. x 0.67 in. (100.5mm x 59.5mm x 16.95mm)
Weight	• 4.76 ounces (135 grams)
Connectivity	• Wi-Fi 802.11 b/g with WPA, WPA2, WEP, 802.1x authentication • Bluetooth® wireless technology 2.1 + EDR with A2DP (stereo Bluetooth) support

Display	• 3.1-inch touchscreen • 24-bit color • Resolution: 320 x 480 HVGA • User-adjustable brightness
Keyboard	• Slide-out physical QWERTY keyboard
Sensors	• Ambient light • Accelerometer • Proximity
Memory	• 8GB (~7GB user available) • USB mass storage support
Connector	• microUSB connector with USB 2.0 Hi-Speed
Included webOS applications	• App Catalog • Calculator • Calendar • Camera • Contacts • Document Viewers (DOC, XLS, PPT, PDF) • Email • Memos • Messaging (integrated SMS, MMS, and IM) • Music • Phone • Photos • Tasks • Videos • Web

Included additional applications	• Amazon MP3 • Google Maps • NASCAR Sprint Cup Mobile℠ • Sprint Navigation • Sprint TV® • YouTube
Operating temperature range	• 32°F to 113°F (0°C to 45°C) • 5% to 90% RH

Index

Numerics

1xRTT data services 278
411 phone numbers 12
911 phone numbers 87

A

accented characters 64
Accept Cookies option 245
Account view 216
accounts
  See also email accounts
  accessing online address books and 130
  accessing online calendars and 144, 154
  activating phone and 18
  creating contacts and 133, 135, 140, 143
  creating passwords for 26
  dialing directory assistance and 12
  editing profiles and 179
  enabling data services and 196, 197
  getting email and 200, 201
  getting help with 11
  getting user names for 196
  making phone calls and 90, 92, 94
  managing 12
  playing music and 122, 285
  removing online 274
  replying to conversations and 219
  sending messages and 220, 223
  setting up 18
  synchronizing contacts and 144
  synchronizing online 274
  updating network settings for 104
  uploading pictures and 112
Accounts option 154
Acrobat Reader files. See PDF files
activation 18, 196
active calls. See phone calls
ActiveSync accounts. See Exchange ActiveSync accounts
Add An Account option 143, 154, 220, 223
Add Bookmark option 241
Add device option 100, 250
Add IM Account option 223
Add Person Reminder command 139
Add Picture command 221
Add Review option 81
Add to Launcher command 240
add Web page to Launcher 240
address books 87, 130
addresses. See address books; email addresses
airplane mode 22, 291
  Turn off Airplane Mode option 23
  Turn on Airplane Mode option 22
alarm sounds 154
alarms 149, 154
Album Art view 121
album headers 111, 113

albums. See photo albums; video albums
alerts. See alarms; notifications
All Calendars view 148
all-day events 149
See also calendars; events
alternate characters 64
Amazon MP3 service 122–127, 285
animations 9
answering phone 88–89, 93
antenna 301
AOL accounts 201
App Catalog 76, 79–81
Add Review option 81
app details screen 80, 81
app details screen 80, 81
Apple computers. See Mac computers and devices
application icons 52, 54, 60, 62
application menus. See menus
applications
See also third-party applications
adding to Quick Launch 60
closing 46, 59
deleting 60, 62, 289
dialing from 84
downloading 79
getting help with 11
included with smartphone 323, 324
losing 286
making phone calls and 92
maximizing 42, 57
minimizing 55
moving among 57
moving through levels of 55
opening 52, 53, 55
playing music and 120
purchasing 80
reordering 58
running 9
searching in 71–73, 291
troubleshooting 182, 268, 276
updating 76, 80, 291
viewing 56
appointments. See events
attachments
adding to messages 209, 217
freeing internal memory and 289
opening 210, 222
sending files as 168, 174
sending music as 119
sending pictures as 111
audio quality 273
authentication 204, 233, 278
Auto Locate option 236, 237
Automatic IP settings options 235
auto-shut off interval 187, 272

B

back cover release 35
back gesture 55, 291
See also gestures
back panel 264, 266
Background data collection option 237
Backup application 178
battery
caring for 305

charging 37, 39, 259
installing updates and 76
maximizing life of 39
purchasing 39
replacing 259
troubleshooting 259–266
battery icon 38
blank screens 267
Block Popups option 245
Bluetooth
Add device option 100, 250
pairing 249, 250–252
Turn off Bluetooth option 249
Turn on Bluetooth option 249
Bluetooth devices
adding 100, 250
connecting to 249, 252
creating passkeys for 250
deleting 253
disconnecting from 253
discovering 251
enabling airplane mode and 22
making phone calls and 100
managing 70
renaming 253
troubleshooting 271, 272
turning on and off 249
Bluetooth technology 100, 249
See also wireless services
bookmarks 175, 241–243
Brightness slider 186
browser. See Web browser
Buddy List view 219
built-in applications 323, 324

C

cable service providers 278
cache (Web pages) 245
Calculator application 164
calculator memory functions 164
Calendar
Accounts option 154
Add An Account option 154
color-coded calendar entries 146
Day view 151
Default Calendar option 154
Default Event Duration option 154
Default Event Reminder option 154
Dismiss option 153
Event Notes option 149
Event Reminder option 154
layered calendars 146
Month view 151
repeating events 148
Snooze option 153
Week view 151
Calendar application 144–155
calendars
See also events
accessing online 144, 154
adding alarms 149, 154
adding events 144, 147–148, 149
getting started with 146
removing events 151
saving 148
setting preferences for 153–155

specifying default 154
synchronizing 146, 155, 274
troubleshooting 283–284
viewing specific dates on 151
viewing specific events on 150
call history. See call lists
call lists 90, 96
See also phone calls
caller ID blocking 97
caller IDs 110, 136
calling cards 13
camera 106–107, 284
capitalization 63
Caps Lock symbol 63
car kits 100
Card view 56, 58, 292
cards 58, 292
Center button 42, 292
Certificate Manager 184
Change Login Settings option 207
Change Wallpaper option 187
character entry 64
See also text
character searches 72, 85
charging dock 38
charging the battery 37, 39, 259
chat rooms. See conversations
Clear Cache option 245
Clear Call History command 96
Clear Cookies option 245
Clear flag command 213
Clear History option 245
collect calls 13
color-coded calendar entries 146
color-coded memos 163
compatibility information 79, 99, 259, 268, 273
conference calls 93–94
connection menus 70, 292
connections
accessing Bluetooth devices and 100, 249
accessing corporate servers and 275
accessing Internet and 229
accessing online address books and 130
changing Wi-Fi settings and 235
creating profiles and 179
enabling wireless 23
making phone calls and 92
purchasing music and 125, 126
roaming and 102, 104
timing out 276
transferring files and 81, 82, 109, 116, 122
troubleshooting 270, 281
TTY/TDD devices and 103
updating network settings for 104
contact lists 212
Contact meeting attendees option 153
contacts
adding 130, 133–134
assigning ringtones to 191
assigning to Launcher 140
creating caller IDs for 110, 136
creating speed dial entries for 137, 138
deleting 142
determining if linked 131
dialing by name 86

displaying 96, 135, 137, 138, 139
editing 135, 137, 138, 139
getting driving directions for 248
getting in touch with 141
getting started with 132
linking or unlinking 139, 140
saving information for 97, 134, 212, 222
searching 72, 86, 101, 134
selecting 89
setting preferences for 143–144
synchronizing 130, 132, 144, 146, 274
troubleshooting 283–284
uploading to car kits 100
Contacts application 130–144
Add An Account option 143
Add Person Reminder command 139
contact lists 143, 212
Default Account option 143
linked contacts 131, 293
List Order option 143
merging contact information 139
Remove Contacts Account option 144
Set a ringtone option 137
Set speed dial command 138
conversations 218–219, 222
See also instant messages
Conversations view 219
cookies 245
copying
files 81
text 67
corporate accounts 203–204, 275
coupling 271
coverage areas 23, 230, 270
cursor 49
customer support 11
customizing
Calendar application 153–155
Contacts application 143–144
email accounts 206–207
Location Services 236
phone settings 101–104
roaming preferences 102
Web browser 245
Wi-Fi connections 235
cutting. See deleting

D

dashboards 74, 292
data. See information
data entry 63–68
data entry fields 66
data service icons 279, 280
data service providers 277, 278
data services 26, 196–197
See also accounts
Data Transfer Assistant 20, 130, 145, 292
dates 158, 181
See also calendars
Day view 151
Default Account option 143, 216
Default Calendar option 154
Default Event Duration option 154
Default Event Reminder option 154
default folders, changing 207
default settings 286

deleting
applications 60, 62, 289
Bluetooth devices 253
bookmarks 243
browsing history 245
calendar events 151
certificates 186
contacts 142
conversations 222
cookies 245
email 207, 214
email accounts 207
IM accounts 226
information 182
list items 50
memos 163
messages 222
music 122
numbers on dial pad 84
online accounts 274
photo albums 109
stored Web page content 245
tasks 161
text 67
videos 115
desktop organizers 19, 258
device. See Palm Pre phone
Device Info
Interactive Tests 184
Device Info application 182–184
partial erase 183, 286
renaming device 182
device names 182
Devices list 250
diagnostic information 184
dial pad 84
dialing 84–87, 137, 138, 244
dialing prefixes 102
dialing shortcuts 102
dialing tones 101
directory assistance 12
dismiss calendar event reminder 153
display. See touchscreen
displaying
album headers 111, 113
alternate characters 64
App Catalog 76, 79
application menus 69
applications 56
calendar events 150
Card view 56
certificates 185
connection menus 70
contacts 96, 130, 135, 137, 138, 139
email folders 214
file properties 168
images 282
Launcher 54
maps 141
meeting participants 153
multimedia messages 222
notifications 74, 189
phone calls 90, 96
pictures 107
Quick Launch 53
symbols list 64

tasks 159
text messages 222
videos 113, 116
Web pages 239
Wide View 167
DNS Server option 235
Doc Editor 171
Doc View 166–171
documentation 10, 11, 31
documents. See Word files
Done button 68
downloading
applications 79
Data Transfer Assistant 20
email 207, 209, 278
music 125, 126
Palm Desktop software 19
pictures 107
drafts 209
dragging 45, 50, 292
driving directions 247
driving safety tips 99, 314
dropping 50
DTMF tones 101
due dates (tasks) 158, 160

E

earpiece 271
EarthLink accounts 201
echoes 271
editing
contacts 135, 137, 138, 139
email accounts 207
files 171
IM accounts 226
memos 163
profiles 179
tasks 159
Web page bookmarks 243
email
See also email addresses; Email application
activating phone and 19
adding links to 118
adding pictures to 111
adding signatures 206, 214
attaching files to 168, 174, 209
attaching music to 119
creating 208–209
deleting 207, 214
dialing from 87
managing 213
merging from multiple accounts 200
opening attachments 210
receiving 200, 207, 209
replying to 212
retrieving over wireless connections 232
roaming and 103
saving as drafts 209
sending 200, 209, 217
setting alerts for 206
setting download options for 278
setting preferences for 215
share option 217
synchronizing 200, 207, 209, 274
troubleshooting 277–278

viewing message headers 213
email accounts
accessing 200
changing 207
creating multiple 202
deleting 207
reordering 216
setting preferences for 206–207
setting up 201–205
specifying as default 216
troubleshooting 275, 277–278
email addresses
changing 180
entering 206, 208
saving 212
Email application 200–217
Account view 216
authentication 204, 278
Change Login Settings option 207
Clear flag command 213
Default Account option 216
Default Folders option 207
Get email option 207
inbox 200, 216, 278
Mark as read/unread command 213
Move to folder command 213
Play sound option 206
Remove Email Account option 207
Reply-to address option 206
Set flag command 213
Show email option 207
Show notification option 206
Sync deleted emails option 207
email folders 214, 215
email service providers 201, 277, 278
emergency phone numbers 87
ESMTP authentication 278
EVDO data services 279
Event Notes option 149
Event Reminder option 154
events
adding alarms to 149, 154
adding to calendar 144, 147–148
creating untimed 149
deleting 151
displaying 150
entering location for 148
responding to reminders for 152
saving 148
scheduling repeating 148
synchronizing 145, 155
Excel files 166, 169–171
Exchange ActiveSync accounts
setting up 203–204
troubleshooting 275
Exchange servers
searching over 87
synchronizing with 275, 276
troubleshooting 276
extensions (phone calls) 102

F

Facebook accounts 112, 132, 147
factory-installed applications 323, 324
favorites 215
features 9, 11

feedback 271
fields 66
file types
opening files and 166
playing music and 119
viewing pictures and 107
watching videos and 113
files
See also specific type
changing contents 171
changing display size 167, 173
copying 81
creating 171
finding text in 167, 173, 174
freeing memory and 289
losing 286
opening 82, 166, 172
saving 168, 174
searching for 166, 172
sending 168, 174, 209
storing 82, 286
transferring to device 81, 166, 172
viewing properties 168
filtering tasks 159
Find command 167, 173, 174
finding information. See searching
Flag as inappropriate command 80
flicking 46, 292
folders
copying files to 82, 286
receiving email and 214, 215
Forget Network option 234
forgetting passwords 269
forwarding messages 212
full erase 183, 286

G

GALs. See Global Address Lists
Geotag Photos option 237
gesture area 292
gestures 9, 42–50, 187, 268
animations 9
back gesture 55, 291
dragging 45, 50, 292
dropping 50
flicking 46, 292
scrolling 45, 46, 47
swiping 44, 294
tapping 43, 267, 295
throwing 46
zoom 48
Get email option 207
Global Address Lists 87, 130
Google Maps 246
GPS applications 237

H

hands-free devices
setting up 100
troubleshooting 271, 272–273
hard resets. See full erase
hardware 30
headset button 99
headsets 99–100, 273
help 11, 73, 289
See also troubleshooting
history lists 96, 219, 245

I

icons
- *adding to Quick Launch* 60
- *charging battery and* 38
- *determining signal strength and* 270
- *minimizing Web pages as* 241, 242
- *monitoring data services and* 279, 280
- *monitoring phone status and* 97
- *opening applications and* 52, 54
- *receiving notifications and* 74, 269
- *reordering application* 61, 62
- *viewing Google maps and* 246

IM. See instant messages
images 282
- *See also pictures*

IMAP email accounts 278
importing information 20, 275
inbox (email) 200, 216, 278
information
- *accessing* 9, 275
- *backing up* 178
- *copying and pasting* 67
- *deleting* 182
- *entering* 63–68, 240
- *finding* 71
- *importing* 20, 275
- *losing* 286
- *merging* 139
- *protecting* 26, 179
- *restoring* 286
- *retrieving* 10
- *saving* 68, 134
- *transferring* 18, 19, 258

installing
- *third-party applications* 288
- *updates* 18, 75

instant messages
- *changing account information* 226
- *changing online status* 225
- *creating* 225
- *receiving notifications for* 226
- *removing accounts* 226
- *sending* 219, 225
- *setting up accounts for* 220, 223
- *signing into accounts* 224
- *signing out of accounts* 224

Interactive Tests 184
interference 271, 273
internal memory. See memory
international language settings 186
Internet. See websites
Internet service providers 204–205, 277, 278
IP addresses 235
ISPs. See Internet service providers

J

JavaScript option 245
Join network option 232

K

keyboard 31, 63, 85
keyboard shortcuts 68

L

labels 134
Language application 186

Launcher
adding contacts to 140
defined 293
displaying 54
opening applications with 53
reordering icons 62
layered calendars 146
lighted dial pad 84
linked contacts 131, 293
linking to
contacts 139
videos 118
Web pages 240, 244, 289
List Order option 143
lists
deleting items in 50
filtering items in 159
scrolling through 46
selecting items in 67
local event information 12
location information 148, 236, 249
See also maps
Location Services 236–237
lock icon 238
login settings, changing 207
long-distance phone calls 12
losing device 179

M

Mac computers and devices
transferring files and 82, 109, 116, 122, 285
transferring information from 19
maps 141, 246, 249, 282
Mark all completed command 161
Mark all incomplete command 161
Mark as read/unread command 213
maximizing applications 42, 57
media files 285, 289
meeting invitations. See meeting requests
meeting requests 153, 217
memory functions (Calculator) 164
memory, freeing 289
Memos application 162–163
memos, color-coded 163
menus 68–71, 291, 292
merged views 200, 214, 293
merging contact information 139
message headers 213
messages. See email; multimedia messages; text messages; voicemail
Messaging application 217–227
Add An Account option 220, 223
Add IM Account option 223
Add Picture command 221
microphone 91, 271
Microsoft Windows computers. See Windows computers
minimizing applications 55
minimizing cards 58
Mobile Broadband services 282
mobile network connections. See connections
Month view 151
Move to folder command 213
movie listings 12

MP3 music service 122–127, 285
multimedia messages
adding pictures to 111
addressing 220
creating 220–221
deleting 222
dialing from 87, 222
displaying 222
opening attachments 222
receiving notifications for 226
roaming and 103
saving contact information 222
sending 92, 219, 220, 221
troubleshooting 279
music
answering phone and 89
deleting 122
downloading 125, 126
listening to 100, 118
Now Playing list 121
playback controls 120
previewing 126
purchasing 125
searching for 121, 123
See also Amazon MP3
selecting as ringtone 191
troubleshooting 285
viewing information about 124, 125
Music application 119

N

names
See also user names
changing Bluetooth device 253
changing device 182
dialing by 86
sending or receiving messages and 206
NASCAR Sprint Cup Mobile 128
national emergency phone numbers 87
navigation. See GPS applications
network connections. See connections
network settings 104
Network time option 181
Network time zone option 181
networks 230, 232, 233, 234
New card command 239
notes 149, 158
notifications
defined 293
displaying 74, 189
installing updates and 18, 75
receiving messages and 206, 226
receiving voicemail and 104
responding to 73–74, 269
selecting contacts from 89
silencing sounds for 89
troubleshooting 279
Now Playing list 121
numbers 64, 84, 164

O

Office Outlook. See Outlook
online accounts 200, 274, 293
See also accounts; email accounts
online address books 87, 130
online calendars 144, 154

online support 11
open networks 230, 232
opening
App Catalog 76, 79
applications 52, 53, 55
attachments 210, 222
Card view 56
files 82, 166, 172
Launcher 54
maps 141
menus 69, 70
Quick Launch 53
Web pages 238, 244, 282
operating system 295
operator assistance (phone) 13
options 67
orange key 293
organizer features 129
outage information 277
Outlook 19, 201, 275
overdue tasks 159

P

pairing 249, 250–252
Palm Desktop software 19, 275
Palm online support 11
Palm Pre phone 9, 79
See also phone
Palm profile account 132, 147, 294
See also accounts
Palm profiles 10, 19, 179, 294
partial erase 183, 286
partnerships. See pairing
passkeys 250
passwords
accessing accounts and 26
accessing Wi-Fi networks and 230
changing 26, 180
entering 64
forgetting 269
making emergency calls and 87
opening PDF files and 172
sending instant messages and 226
subaccount passwords 26
unlocking screen and 189
pasting 67
PDF files
navigating through 173
opening 172
saving 174
PDF View 172–175
Personal Identification Numbers. See PINs
personal information 26, 286
Phone
Clear Call History command 96
lighted dial pad 84
Show Contact Matches option 101
phone
See also phone calls
accessing data services and 26, 279, 280
accessing safety information for 11
activating 18, 196
adjusting volume 25, 91
answering 88–89, 93
caring for 313
connecting to TTY/TDD devices and 103

dialing 84–87, 137, 138, 244
disposing of 308
finding compatible devices for 273
getting help with 11
getting number for 95
getting started with 31
getting system information about 182
hanging up 92
installing third-party applications and 288
installing updates and 75, 77, 78
making conference calls and 93
making emergency calls and 87
managing accounts 12
monitoring status of 97
muting microphone for 91
opening files and 82
redialing 87
replying to conversations and 219
restarting 182, 272
setting preferences for 101–104
setting up 18
silencing ringer for 89
transferring information to 18, 19, 258
troubleshooting 184, 270–272
Turn off Airplane Mode option 23
Turn on Airplane Mode option 22
turning on or off 20, 22, 23
phone calls
adding a second 93
answering phone 88–89, 93
creating ringtones for 191
creating shortcuts for 102
driving and 99, 314
ending 92
getting directory assistance for 12
getting information about 90, 96
getting operator assistance with 13
getting started with 24
making 84–87, 90, 244
placing on hold 91, 93
receiving 88–89
replying to 89
running applications during 92
saving contact information for 97
searching and 10
searching for contacts and 86, 101
sending and receiving messages during 220, 222
sending to voicemail 89
swapping between two 93
switching to hands-free devices 100
transferring to voicemail 25
phone headsets 99–100, 273
phone icons 97
Phone Reset Options settings 183
phone trees 91
photo albums 108, 109
photos. See pictures
Photos application 107
pictures
adding to albums 108
creating caller IDs with 110, 136
displaying 107
downloading 107
sending 111, 220, 221, 280
specifying as wallpaper 110, 187

taking 106–107, 284
uploading 111–113
PINs 189
play lists 121
Play sound option 206
playing
music 120
videos 114, 117
voicemail messages 90
Playlist view 121
POP email accounts 278
popups, blocking 245
power accessories 307
Power button 35
PowerPoint files 166
power-saving feature 21, 272
Pre phone. See Palm Pre phone; phone
preferences. See customizing
preferred roaming list 104
Premium Services 26
priority settings
email 209
tasks 158
processor 322
product updates. See updates
profiles 10, 19, 179, 294
protecting information 26, 179
punctuation 64
Purge completed command 161

Q

Quick Launch
changing applications in 60
defined 294
displaying 53
opening applications from 52
reordering icons in 61
Quick Tests 184

R

radio 198, 322
recharging the battery 39
recurring events. See repeating events
redialing phone numbers 87
redirectors (Web pages) 281
reminder preferences 154
reminders 149, 152
See also alarms
Remove Contacts Account option 144
Remove Email Account option 207
renaming device 182
repeating events 148
Reply-to address option 206
resets 182–183, 286–287
restaurant information 12
ringer 89
ringer switch 35
ringer switch options 190
ringtones 191
roaming 102, 104

S

safety information 299
satellite photos 246
saving
calendar events 148
contacts 134

email addresses 212
files 168, 174
information 68, 134
phone numbers 97
pictures 110
Web page bookmarks 243
schedules. See calendars
screen
adjusting brightness 21, 186
auto-shut off interval 187, 272
caring for 33
moving to previous 55
scrolling 45, 47
selecting text on 49
troubleshooting 264, 267
turning on or off 21, 23, 187
unlocking 188, 269
waking up 24
Screen application 187
Screen Lock option 269
scrolling 45, 47
searching 10, 71–73, 162
secure networks 230, 233
Secure Unlock option 188
secure websites 238, 282
security 180, 233
sending
conversation messages 219
document files 168
email 200, 209, 217
instant messages 225
multimedia messages 92, 220, 221
music 119
PDF files 174
pictures 111, 220, 221, 280
text messages 220, 221
videos 280
service plans 12
See also accounts; data services
Set a ringtone option 137
Set due date for all command 161
Set flag command 213
Set speed dial command 138
settings 286
See also options
share option 217
Shift symbol 63
shopping information 12
Show Contact Matches option 101
Show email option 207
Show notification option 206
signal 270, 271
signal-strength icon 23, 270
Signature option 206, 214
Simple PIN option 189
smart folder 294
Smart Folders list 216
SMTP servers 278
Snooze option 153
soft resets. See partial erase
software 19, 75, 275
See also applications
songs. See music
sorting
contacts 143
data in spreadsheets 170

sounds. See specific type
Sounds & Ringtones application 189
speakerphone 91, 271
specifications 322
speed dialing 85, 137, 138
spreadsheets. See Excel files
Sprint Customer Service 11
Sprint Mobile Broadband services 282
Sprint Navigation 247–249
Sprint Operator Services 13
Sprint Premium Services 26
Sprint service plans 12
  See also accounts; data services
Sprint TV 197–198
static 271, 273
stereo headsets 99, 100
storage space 81, 289
streaming
  music 119
  videos 114, 116
subaccount passwords 26
swiping 44, 294
Sym key 294
symbols 64
Sync deleted emails option 207
synchronization
  accessing email and 200, 207, 209
  accessing online calendars and 144, 155
  accessing online contacts and 130, 132, 144, 146
  defined 273
  retrieving information and 10, 19, 275
  setting up online accounts for 274
  troubleshooting 275–276
Synergy feature 9, 294
system information 182
system updates 76, 295
  See also updates

T

tapping 43, 267, 295
task lists
  assigning tasks to 158
  creating 156
  deleting 161
  filtering 159
  reordering items in 160
Tasks
  due dates 158, 160
  Mark all completed command 161
  Mark all incomplete command 161
  overdue tasks 159
  Purge completed command 161
  Set due date for all command 161
tasks
  changing priority 160
  completing 158, 161
  creating 156–158
  deleting 161
  displaying 159
  editing 159
  setting due dates for 160
Tasks application 156–161
technical support 11
text 63, 67, 167, 173, 174
  See also information

text entry fields 66
text messages
adding links to 118
addressing 220
creating 220–221
deleting 222
displaying 222
making phone calls and 87, 91, 222
receiving notifications for 226
roaming and 103
saving contact information 222
sending 219, 220, 221
troubleshooting 279
text selection gestures 49
text telephones. See TTY/TDD devices
third-party applications
freeing internal memory and 289
losing 286
troubleshooting 288–289
third-party phone calls 13
throwing 46
thumbnail images 107
time 181
time zones 181
touchscreen. See screen
Touchstone charging dock 38
traffic information 246, 249
troubleshooting 184, 257
trusted partnerships. See pairing
TTY/TDD devices 103
Turn off Airplane Mode option 23
Turn off Bluetooth option 249
Turn off Wi-Fi option 232
Turn on Airplane Mode option 22
Turn on Bluetooth option 249
Turn on Wi-Fi option 232
TV. See Sprint TV

U

unauthorized users 26
universal search 71, 295
See also searching
unlinking contact information 140
unlocking the screen 188, 269
untimed events 149
See also calendars; events
updates 18, 75–78, 104
uploading pictures 111–113
uppercase characters 63
URLs 238, 241, 242
USB Drive mode 81
Use GPS option 237
user names 26, 196, 226
user profiles 10, 19, 179, 294
user safety information 309

V

video playback controls 114, 117
videos
answering phone and 89
deleting 115
linking to 118
searching for 117
sending 280
watching 113, 116
views 9
See also cards

voicemail
listening to 90
sending calls to 89
setting preferences for 104
setting up 25
Voicemail Count Reset option 104
volume
adjusting for phone calls 25, 91
setting ringtone 191
setting system sounds and 189
VPN server connections 204

W

waking up the screen 24
wallpaper 110, 187
wallpaper, changing 187
weak signals 270, 271
Web
Accept Cookies option 245
Add Bookmark option 241
Add to Launcher command 240
Block Popups option 245
Clear Cache option 245
Clear Cookies option 245
Clear History option 245
Web addresses 238, 241, 242
Web browser 237, 239, 245
Web pages
accessing information on 10
bookmarking 241–243
clearing browsing history for 245
clearing cache for 245
dialing from 87
displaying images on 282
entering information on 240, 282
linking to 240, 244, 289
navigating through 239
opening 238, 244, 282
refreshing 239
returning to recently viewed 244
searching 72
setting display options for 239
troubleshooting access to 281
Web-based email 200, 204–205
webOS operating system 295
websites
accessing customer support 11
accessing secure 238, 282
activating phone 18
blocking popups from 245
browsing 103, 232
checking availability of data services for 280
connecting to 230, 237–239
disabling JavaScript for 245
freeing internal memory and 289
playing music from 119
playing videos from 114, 116
searching for 238
secure websites 238, 282
troubleshooting connections to 281
uploading pictures to 111–113
Week view 151
Wide View command 167
Wi-Fi
authentication 233

Join network option 232
open networks 230, 232
secure networks 230, 233
Turn off Wi-Fi option 232
Turn on Wi-Fi option 232
Wi-Fi networks 230
Wi-Fi services
See also wireless services
connecting to 230, 232–234
disconnecting from 234
installing updates and 76
managing 70
preserving settings for 234
setting connection preferences for 235
turning on and off 22, 231
Windows computers
transferring files and 81, 109, 115, 122
transferring information from 19
wired headsets 99
wireless networks 230
wireless services 20, 22, 23, 272
WLANs. See wireless networks
Word files 166, 169
worksheets. See Excel files

Y

Yahoo! accounts 201
YouTube application 113, 116–118

Z

zoom gestures 48